



Programs and Services 2005-2006



Woodrow Wilson
Rehabilitation Center

WOODROW WILSON REHABILITATION CENTER

GUIDE TO PROGRAMS AND SERVICES

*...providing people with disabilities comprehensive, individualized services
to realize optimal personal independence and employment.....*

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Woodrow Wilson Rehabilitation Center
is a Division of the
Virginia Department of Rehabilitative Services

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Disclaimer

This catalog has been prepared from information obtained from appropriate Center staff and is intended to be complete and accurate; however, WWRC reserves the right to make changes in the substance and procedures set forth in this document without prior notice.

SECTION 1:

WELCOME, OVERVIEW, AND HISTORY

Welcome to WWRC

I am honored to welcome you to Woodrow Wilson Rehabilitation Center (WWRC) and I encourage you to carefully explore our web site to get all the information you desire about the Center. WWRC has a rich and unique history and was the first state owned comprehensive rehabilitation center in the country. While we are very proud of our history in serving persons with disabilities, it is the future that we are most interested in. Through partnerships with people with disabilities and other community agencies and programs, WWRC offers opportunities for a brighter, more productive, higher quality of life for the future of all the consumers we serve, either on the grounds or through our outreach programs.



At WWRC we serve people with all types of disabilities primarily from the Commonwealth of Virginia, but also from the Mid Atlantic region, the nation, and the world. We have four major focus or specialty areas in which we strive to excel. In all our programs and services, we emphasize services to assist people with disabilities transition to higher levels of productivity and independence. The four major focus or specialty areas include: services to youth who are in transition from secondary school to higher education, employment and independent living; services for persons with neurotrauma, especially spinal cord injury and traumatic brain injury, to assist their transition to higher levels of functioning in living, working and relationships; assistive technology support services to aid persons with disabilities transition through the application of state-of-the-art advances in scientific development; and finally, comprehensive assessment and evaluation services for special populations such as the deaf and persons with sensory impairments, the elderly driver and their families, and persons with complex multiple disabilities.

What makes WWRC a comprehensive rehabilitation center is the mix of the services and programs that it offers to people with disabilities. It is through the unique combination of vocational, medical, psychological, residential, and recreational programs and services and the interaction between the staff and the consumer that makes WWRC comprehensive. The total combination is greater than the sum of its parts and the mutual creativity, energy and accomplishments working together are unsurpassed.

On behalf of all the staff, thank you for your interest in Woodrow Wilson Rehabilitation Center. Please let us know how we can be of service to you.

Sincerely yours,

Richard S. Luck, Ed.D.
Director

Commissioner's Welcome Message



The Woodrow Wilson Rehabilitation Center (WWRC), a division of the Virginia Department of Rehabilitative Services, provides a full complement of medical, technological, and vocational rehabilitative services to persons with disabilities. It is one of the largest and most comprehensive centers of its kind in the United States.

This Center has a more than 50-year history of assisting persons with disabilities, and has been a constant resource for research and innovation in the field of rehabilitation. It was the first to offer computer programmer training in the nation; it was the site of the first residential Center for Independent Living in Virginia; it established the first head trauma program in Virginia; it was among the first four original Spinal Cord Injury Systems in the nation; and it offered the first computer-assisted drafting training anywhere in Virginia.

I am extremely proud of WWRC and remain committed to providing quality, state-of-the-art rehabilitative services to assist persons with disabilities toward becoming employed and independent. Woodrow Wilson Rehabilitation Center is proud of its history and looks forward to meeting the challenging needs of persons with disabilities in the future.

With our new and emerging emphasis on Transition for our youth with disabilities and increased successes in finding solutions to students with significant disabilities problems through the application of Assistive Technology, WWRC is ready for the future. A painful but requisite renewal process and reorganization also positions us for assuming an even larger role as the Premier Rehabilitation Community Serving People with Disabilities.

I am confident your experience with the Center will be meaningful, productive and life changing and affirming.

James A. Rothrock, M.S., L.P.C.
Commissioner, Department of Rehabilitative Services

Overview

The Woodrow Wilson Rehabilitation Center is the first state-owned and operated comprehensive rehabilitation center in the country. WWRC staff members provide training and therapy to people with disabilities to enable them to re-enter the work force and live more independently. The Center is named for President Woodrow Wilson, born in nearby Staunton, Virginia and who signed into law the first federal Vocational Rehabilitation Act in 1920, providing services for people with disabilities in industry.

WWRC is a charter member of the National Consortia of State Operated Comprehensive Rehabilitation Centers (NCSOCRC). The Consortia's vision is to "become an influential, dynamic, collaborative, and effective force which promotes the value of state operated comprehensive rehabilitation centers for America". Directors of each member organization meet quarterly to review progress towards collaborative goals and network for sharing of ideas.

Many of WWRC's programs and services are accredited by independent national and international accreditation and/or licensing bodies, including:

- Pre-vocational training, vocational training, and vocational evaluation services are accredited by CARF, International/Employment and Community Services Division. CARF International provides accreditation in the human services field, focusing on the areas of rehabilitation, employment and community, child and family, and aging services.
- Career and technical education/vocational training programs are accredited by the Accrediting Commission of the Council on Occupational Education (COE), a national accrediting agency that is committed to assuring quality and integrity in career and workforce development.
- The Medical Laboratory is accredited by the Joint Commission of Accredited Health Care Organizations (JCAHO).

In addition, WWRC is an approved "eligible training provider" within the Commonwealth of Virginia Workforce Network, as defined by the federal Workforce Investment Act. WWRC also serves as a state-operated program serving secondary education students with disabilities who meet WWRC admissions criteria. Secondary education students with disabilities served at WWRC are provided services in accordance with applicable federal and state special education laws and regulations.

Woodrow Wilson Rehabilitation Center does not discriminate against employees, students, or applicants on the basis of race, color, sex, sexual orientation, disability, age, veteran status, national origin, religion, or political affiliation. Anyone having questions concerning discrimination or accessibility should contact the Equal Opportunity and Affirmative Action Office, Fishersville, Virginia 22939-1500, (800) 345-WWRC.

Our Vision

The premier rehabilitation community serving people with disabilities

Mission Statement

Woodrow Wilson Rehabilitation Center provides people with disabilities comprehensive, individualized services to realize optimal personal independence and employment.

Shared Values

Ethical

We are committed to professional standards, good stewardship of resources, full accountability and the well-being and dignity of others.

Egalitarian

We are committed to a community that values individuals and thrives on their contributions.

Effective

We are committed to providing services that result in meaningful and measurable outcomes through objective assessment of performance and ongoing process improvement.

History

In the aftermath of World War II, new concepts and techniques for the rehabilitation of soldiers with severe disabilities were developed. Colonel John Smith, a Virginia native, is credited with first developing a comprehensive plan for providing medical, vocational, social, and supportive services in one facility. His investigations revealed that the rehabilitative process was greatly enhanced by setting a vocational goal. Colonel Smith described this new rehabilitation program as a composite science combining the skills of various professions into a coordinated approach to address the many challenges faced by individuals with disabilities.

This idea inspired other Virginians, notably R.N. Anderson, W.K. Barnett, Dr. Roy M. Hoover, and Corbett Reedy, who subsequently searched for a facility where this plan could take shape. When the Woodrow Wilson General Hospital, built as a facility for the war-injured, was declared surplus, the War Assets Administration agreed to transfer the property to the Commonwealth of Virginia, with legislation adopted to complete this transaction (Code of Virginia; Chapter 38; Section 21.574.586).

In November, 1947, the Woodrow Wilson Rehabilitation Center (WWRC), then known as the Woodrow Wilson Technical School, opened its doors to a client body of one person, with the first graduating class in Spring, 1948. Effective June 30, 1958, WWRC's scope and mission was broadened and it became the first facility in the United States dedicated to the comprehensive physical and vocational rehabilitation needs of people with disabilities. Since 1947, WWRC has served well over 50,000 individuals with disabilities. Over the past six years, its Occupational Education Training Programs alone served an average 512 individuals annually.

Through the years, changes in public perception and federal and state laws have broadened the definition of "disability". Originally serving only individuals with physical disabilities, the Center now offers comprehensive medical and vocational rehabilitative services to persons with a wide diversity of disabilities -- a growing population profile of individuals for whom multiple disabilities and functional limitations present significant barriers to successful independent living and durable employment outcomes. The Virginia Department of Rehabilitative Services, as its "parent" agency, is the Center's primary referral source, although others include: other state agencies; regional Veteran's Administration Offices; insurance companies; health providers; local school divisions and community colleges; and, self-referrals. Through renewal initiatives and strategic planning processes over the past two years, WWRC has begun reaching out to targeted non-traditional referral sources where there is an identified "niche market" of un-served and/or underserved people with disabilities within the Commonwealth of Virginia. The majority of all referrals are in-state (99%), but some individuals are privately sponsored from out-of-state.

The physical appearance of the Center has adapted to reflect the increased scope of rehabilitation practice. The facility was essentially re-built in the 1960's and early 1970's as barracks were replaced with more modern buildings. Completed in 1976, the new campus includes dormitories (some rooms of which have been more recently remodeled into suites), independent living skills training cottages, a medical rehabilitation wing, vocational evaluation and training classrooms, a chapel, and recreational facilities equipped to serve a daily population of 500 clients, staff, and visitors. One dorm has been recently renovated, with capital funds requested to renovate the other in the near future. Renovations for the Medical Building are planned in 2005-2006, as are upgrades to the Anderson Training Building to address critical life/safety issues. Commonwealth of Virginia capital funds (distinct from operating funds) are used to fund major facility renovations.

As a leader in the field of medical and vocational rehabilitation, WWRC is proud of its record and proud that its successes have served as a template for establishment of eight other comprehensive rehabilitation centers across America. Currently, WWRC is a charter member of the National Consortia for State Operated Comprehensive Rehabilitation Centers, a consortia supported by the Federal Rehabilitation Services Administration. Today, as throughout its history, WWRC is dedicated to returning clients to an autonomous life. Successful rehabilitation clients work at full-time jobs in their home communities, support themselves, and require little or no financial support from public funds.

WWRC's fifty years of service was honored by the 1998 Virginia General Assembly (House Joint Resolution No. 15) for its "holistic approach to students. Staff is organized by teams which allow more responsiveness, coordination, flexibility, and a personal approach to the needs of students". A commemorative plaque is proudly displayed both at WWRC and at the Virginia Department of Rehabilitative Services Central Office in Richmond, Virginia.

SECTION 2:

ADMISSIONS AND FUNDING

Admissions Process and Criteria

It is our intention to accept for admission any individual with a disability whose needs are compatible with the structure, staff, and other Woodrow Wilson Rehabilitation Center (WWRC) resources. Primary consideration is given to DRS clients pursuing vocational goals. For non-DRS referrals, contact the Admissions Department directly for the application process.

The Woodrow Wilson Center for Employment (the vocational training “arm” of WWRC) utilizes an open entry/open exit system for new student enrollments. Applicants are accepted, on a first come, first served basis, contingent on general WWRC Admissions Criteria, required (pre) requisite skills, if any, and program availability for the area of interest. Enrollment dates are coordinated between the WWRC Admissions and Center for Employment Offices.

General WWRC Admissions Criteria include:

- Applicants must be medically, physically and psychologically stable and have a favorable prognosis to complete and benefit from the services requested. Applicants with a psychiatric diagnosis must show six (6) consecutive months stability in the community. Exceptions to the six months stability may be considered if the consumer is willing to participate in an outpatient evaluation at WWRC to determine feasibility for services and admission contingencies. Current documentation from a physician, mental health or other professional providing treatment, or diagnostic services may be requested.
- Applicants with a history of substance abuse must have six (6) consecutive months of documented abstinence or demonstrated completion of intense substance abuse treatment and active participation in a substance abuse aftercare program (12-step support groups alone do not qualify as intense treatment or aftercare). Exceptions may be considered if the consumer is willing to participate in an outpatient evaluation at WWRC to determine feasibility for services and admission contingencies.
- Applicant’s current behavior will not jeopardize the health, safety, or rehabilitation program of self or others at the Center.
- Applicants must be 18 years of age or older to be admitted for residential services, unless they are requesting a program designed and staffed for minors.
- Applicants must be willing and able to comply with WWRC community living standards (Rules & Regulations).
- Applicants, in conjunction with the referral source, have a viable plan for community reintegration (discharge plan) addressing residential options as well as community support service needs.
- Applicants are required to have a plan for immediate removal from WWRC if deemed necessary.
- Applicants must have an identified funding source. All funding sources, especially Medicare, Medicaid, Anthem, and any other third party insurers, should be listed, even if a client is DRS-sponsored.
- Applicants must have any court charges against them settled prior to seeking admission. Cases that are pending adjudication through the judicial system will not be considered. WWRC is not an alternative placement option.

Tuition, Fees, and Financial Aid

Woodrow Wilson Rehabilitation Center (WWRC) fees consist of Residential Services, Vocational Services and Medical Rehabilitation Services. Residential and Vocational Service fees include support services such as case management, nursing, recreation, meals and housekeeping. Students attending Vocational Programs at WWRC typically receive a per diem charge, with a few exceptions. Medical, residential, and miscellaneous charges are billed, on a case-by-case basis, dependent on area of residence and other services received while enrolled at WWRC. Tuition, fees, and other associated costs for Woodrow Wilson Rehabilitation Center (WWRC) programs and services are published annually (Appendix A).

WWRC's Medical Rehabilitation Services Division is licensed to provide services by Medicare, Medicaid, Blue Cross/Blue Shield, and is certified as a Comprehensive Outpatient Rehabilitation Facility (CORF). In addition, WWRC Medical Rehabilitation Services Division is accredited by the Accreditation Commission for Healthcare (ACHC), and the Medical Lab is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

The WWRC Admissions Department will assist all clients in determining financial eligibility from available funding sources (800-345-9972 or 540-332-7000). The Woodrow Wilson Rehabilitation Center (WWRC) Admissions Office encourages students enrolled in eligible training programs to apply for federal PELL Grant tuition assistance. WWRC's Admissions Office assists in the coordination of resources from the United States Department of Education, Virginia Department of Rehabilitative Services (DRS), and other sponsors. Federal PELL grants and DRS sponsorships do not require re-payment and are awarded on the basis of need. For information about potential funding resources, contact the WWRC Admissions Office.

Refund Policy

Woodrow Wilson Rehabilitation Center's (WWRC) Student Accounts Receivable System is modeled after a comprehensive rehabilitation facility system which bills for services received on a per diem and/or "per charge" basis rather than pre-payment on a quarterly or semester basis. Therefore, WWRC does not have a formal "refund policy". Should this need arise, under extremely rare circumstances, a decision will be rendered on a "case-by-case" basis. Refunds, when appropriate, will be made in accordance with the Virginia Prompt Payment Act. For more information, contact WWRC Business Office.

SECTION 3:

GENERAL DESCRIPTION OF FACILITIES

Housing and Grounds

Woodrow Wilson Rehabilitation Center is located on 230 acres in Fishersville, Virginia, surrounded by the Blue Ridge Mountains and is nestled between the rolling hills of the Shenandoah Valley approx. 30 miles west of Charlottesville. WWRC features barrier-free accommodations for residents who need it, housing options to meet the needs of all levels of disability, from mild to the most severe, and modern recreational facilities, including a lake and fully accessible garden ("Garden of Hope"). Level, covered walkways connect classrooms, dining and recreational areas, dormitories, and medical units.

Most consumers choose to reside at the Center during their vocational rehabilitation programs; however, WWRC is also available to day consumers who meet admission requirements. There are three main types of residential housing options available for residential consumers: dormitories; the Supported Living Services Unit (SLS); and the Short Term Rehabilitation Unit (STRU). These options are described below.

- Dormitory Program

Consumers independent in self-care will be housed in one of two of the Center's co-educational dormitories. Carter-Ashley Hall and Barnett Hall each offer comfortable, accessible residential units. However, specific dormitory placement is contingent on the individual's program, level of demonstrated social and emotional maturity, and the individual's demonstrated ability to follow general rules of conduct on campus. Carter-Ashley Hall is reserved for consumers with the highest level of demonstrated independence and maturity. Each dormitory is equipped with consumer lounges, vending machines, pay telephones and a color television. Laundry facilities are available to all consumers. The recently renovated Carter-Ashley Hall was designed as "Internet-ready", but students are responsible for their own ISP negotiations and for payment of such service through a local vendor, if desired.

Dormitory counselors play important roles in consumers' rehabilitation programs. On duty weekdays, weekends and holidays, dormitory counselors teach interpersonal communication skills, aid consumers in their psychosocial development and offer instruction in personal hygiene, as needed.

More information about dormitory life is contained in the WWRC Student Handbook.

- Supported Living Services (SLS)

The Supported Living Services (SLS) Unit at WWRC provides a residential living option for individuals with severe and limiting disabilities to receive comprehensive, client-focused, vocational, and outpatient medical services, which will enable them to achieve potential for self-sufficiency within their environment and prepare them for community re-entry. The purpose of SLS is to support the clients' activities of daily living needs while they acquire job skills or to achieve a higher level of independence allowing significant others in their home to work.

The Nursing Service elements include nursing case management for community re-entry, skilled nursing care, personal attendant care and preventative health care education. Nursing staff on SLS provide care to approximately 6-8 clients on a daily basis.

SLS Primary Nurses develop an independent living plan and incorporate each client's medical condition into the individual's rehabilitation plan, including essential consultation with therapies on campus, and specialty medical services in the community.

SLS staff is comprised of Registered Nurses, Licensed Practical Nurses, Direct Service Associates and an Administrative and Program Specialist. The attending physician is Board Certified in Physical Medicine and Rehabilitation.

SLS service elements include:

- Physician and nursing evaluation/treatment
- Physician evaluations for community medical services
- Skilled nursing care
- Nurse case management for community re-entry
- Personal attendant care
- Client supervision
- Client advocacy
- Preventative healthcare education
- Group and individual instructional classes on disability awareness and care
- Hygiene instruction
- Laundry assistance
- Continuous Quality Improvement Program

- Short Term Rehabilitation Unit (STRU)

The Short Term Rehabilitation Unit (STRU) provides a 24-hour therapeutic environment that accommodates clients requiring advanced rehabilitation programs. The STRU serves individuals with disabilities that may include spinal cord injury, brain injury, stroke, cerebral palsy, muscular dystrophy, multiple sclerosis and amputation. This Unit serves clients ages 18+ who have participated in acute rehabilitation and have had time to psychologically and physically adjust to their disability. These medically stable clients often are more prepared to participate fully in goal setting, educational classes, medical therapies, driver's training, assistive technology and vocational assessments. These are clients who no longer meet inpatient criteria, but still require additional therapy and/or vocational evaluations to maximize their level of independence and employability.

STRU has a team of professional physical therapists, occupational therapists, speech-language pathologists, a case manager, nurses, and attendants. The attending physician is Board Certified in Physical Medicine & Rehabilitation and is certified in pain management and electrodiagnostic medicine. Each client is assigned a Primary Nurse who guides the client in becoming informed self-advocates related to their health care needs and medical supplies. The rehabilitation team works with the client to develop a medical and personal care plan that prepares the individual for community re-entry. Skills addressed in daily therapies are continued on the nursing unit in the evenings and on weekends, allowing clients the opportunity to practice and refine their abilities. A client admitted primarily for medical evaluation usually stays for one to two weeks. If a full medical program is indicated, the program usually lasts 6-8 weeks, although each program is determined on an individual basis. A vocational feasibility assessment may be completed near the end of the medical program and a 2-week vocational evaluation follows, if recommended. A definite discharge plan is necessary for admission to STRU.

This residential outpatient unit provides comprehensive, holistic, innovative, supportive and personalized rehabilitation to clients who require assistance for daily living and continued skilled therapy services, but no longer require acute rehabilitation or 24-hour physician care.

Campus Life

WWRC actively encourages consumers to develop recreational skills, civic interests, and leadership abilities through a variety of opportunities. These are summarized below and described in more detail in the Student Handbook:

- Student Government Association

WWRC's Student Government Association (SGA) provides leadership and support opportunities for residential and day students/clients enrolled in WWRC's programs and services. SGA Officer Elections are held quarterly and members represent a diverse mix of backgrounds, experiences, and disabilities. Peer-selected members meet routinely each month with interested student body representatives. All students are encouraged to be actively involved in SGA subcommittees which change over time, based on identified needs, but may include topics such as: Dorm Issues; Wheelchair Issues; Activities; or Dining Hall Issues. The SGA President meets regularly with individual members of the WWRC Executive Staff or other appropriate managerial staff members to discuss and collaboratively resolve consumer-identified issues and concerns. SGA Officers benefit from the guidance of a SGA Staff Advisor who serves as mentor as they practice and generalize leadership skills acquired.

- Specialized Residential Programs

WWRC offers a variety of specialized residential programs, ranging from health and nutrition to relapse and prevention to conflict management and peer mediation to leisure skills and relationship groups. These programs may change over time, based on needs of enrolled students and/or expressed learning interests. A formal peer mediation program offers leadership opportunities and training for interested students serving in this role and offers all students an opportunity to seek peaceful solutions to problems encountered.

- Student Employment and Volunteer Services

A limited number of part-time jobs and volunteer experiences are available on campus for interested students. These opportunities range from aides in the computer labs and media/resource center, to serving on the Computer Loan Program Committee, and/or assisting in the cafeteria and recreational facilities. To be eligible, students must have the approval of their assigned Rehabilitation Counselor to ensure that the job or volunteer experience will not interfere with successful program completion. Students are allowed to hold only one position at a time. For more information, students are encouraged to contact their assigned Rehabilitation Counselor.

- Recreation Programs

The Harold E. Watson Recreation Building complex includes: a large auditorium; gymnasium; weight room; wheelchair ramp-equipped swimming pool; four-lane bowling alley; indoor archery range; craft and game rooms; darkroom for photography development; billiard tables, table tennis equipment; and, a television lounge. Outdoor facilities include: basketball, volleyball, and tennis courts; horseshoe pit; softball field; lake with fishing pier; and, a boathouse with two rowboats, two canoes, two paddle boats, one Beaver boat, and one Jon-boat. WWRC's recreation programs and services attract affiliates in recreation therapy from colleges and universities throughout the United States.

WWRC recreation programs promote sports and leisure experiences as valuable dimensions of health and wellness as it applies to vocational readiness. Since persons with disabilities have the same needs for play and leisure expression as others, WWRC Recreation Services offer a wide range of recreational facilities and activities in a modern, therapeutic environment. Choices range from highly-competitive athletics for the able-bodied and persons in wheelchairs, to non-competitive sporting games and the creative arts. Structured and unstructured activities are designed to afford all participants in rehabilitation programs with opportunities to become involved. For participants who may benefit socially, emotionally, physically or mentally, special structured programs (such as Young Adults in Transition, Brain Injury Services, Supported Living Services, Leisure Skills) may be recommended.

Athletic activities are structured for both team and individual participation. Instruction is offered based on a careful assessment of the functional and skill level of the participant. In structured activities, physical fitness and aerobic conditioning are emphasized. Creative arts at the Center, including crafts, photography, music, painting, and pottery, provide a creative medium for self-development. Field trips to community arts programs enrich the participant's experience. Special events for the entire Center population are often planned and organized with assistance of the participants themselves. Movies and seasonal special events bring light fun and entertainment to the Center's atmosphere of learning and therapy.

The Annex provides a quiet space to facilitate small groups and the social and leisure needs of participants over the age of 30, who are on Level IV of WWRC's behavior system. The television lounge and game room is a comfortable spot to read, relax and converse. The Annex is open late in the evenings and long hours on weekends.

A formal Leisure Skills Program receives participant referrals from case managers and other Center departments. Based on behavioral and leisure assessments and the

participant's leisure preferences, a personalized recreation program may be designed to build self-confidence and interpersonal skills.

Support Services

Support services available to day and residential students and clients include:

- Rehabilitation Counseling and Related Services

Each individual enrolled in a program of services at Woodrow Wilson Rehabilitation Center (WWRC) has a Rehabilitation Counselor assigned to provide guidance, counseling and case management throughout their stay. The Rehabilitation Counselor assists each individual in planning, accessing, and managing their services effectively so as to provide the best possible opportunity to achieve their goals, and to learn and demonstrate advocacy skills. As the leader of the trans-disciplinary team these rehabilitation professionals assist each consumer to transition efficiently into WWRC, to adjust to their disability, to access all services needed in a timely and sequential manner, and to transition back to their home community when their program has ended.

Services include:

- Individualized program planning and plan development
- Management of the trans-disciplinary rehabilitation team
- Individual counseling and guidance
- Intake/orientation
- Provision, coordination and monitoring of rehabilitation services
- Discharge and transition planning
- Access to interpreting services and the latest technology in assistive listening devices for those with hearing impairments
- TTY and toll free telephone accessibility for obtaining information specific to deaf and hard of hearing services available at WWRC and for calling/receiving calls from others
- Specialized services for English-As-A-Second-Or-Other Language, including workplace literacy preparation, academic remediation, and foreign language interpretation
- Individual instruction in academics, driver's education preparation and independent living for those with hearing impairments
- Coordination of services necessary outside WWRC
- Consumer advocacy
- Regular communication with sponsors, families and professionals
- Ability to serve persons with a wide variety of disabling conditions as well as those with multiple and complex disabling conditions

- Psychological Services

Psychological Services clinicians function as part of the rehabilitation team to assist clients to achieve their optimal level of independence in community living. The department is staffed by licensed clinical psychologists and professional counselors. Clients may be referred or refer themselves to Psychological Services for an evaluation or treatment. Services offered include:

- Neuropsychological and psychological evaluations for residents, day students, and outpatients:
 - To determine feasibility for a service at the Center
 - To determine rehabilitation, educational and career needs related to an acquired brain injury, learning disability, attention deficit disorder, chemical dependency, or other mental disorder
 - To identify appropriate accommodations for work, school or entrance examination
- Intervention and treatment for individuals participating in a vocational, medical, or a living skills program at the Center:
 - Individual psychotherapy
 - Group counseling
 - Crisis intervention
 - Monitoring and support
 - Family and staff consultation
 - Psycho-educational classes and support groups
 - Substance abuse prevention and relapse prevention services
 - Provide opportunity to participate in community 12-step programs
 - Individualized intervention plans
 - Peer mediation and anger management services

For more information, see Section 4: “Core Services/Medical Services”.

- Chaplaincy Program

The chaplaincy program includes a worship service, open to all faiths, every Sunday at 2 p.m. in the William A. Cashatt Chapel. The chaplain is on campus every Monday through Friday from 3:30 p.m.-7:30 p.m. to lead discussion groups, Bible studies and do general visitation. This collaborative venture is made possible between Woodrow Wilson Rehabilitation Center and the Woodrow Wilson Rehabilitation Center Council of Organizations, Inc.



- Cafeteria Services

WWRC's dining hall serves a variety of fresh, healthy foods daily. Three meals per day are served Monday through Friday, with brunch and dinner served on weekends. The Dining Hall will accommodate any special dietary needs, upon request. A snack bar is available in the recreation hall. Meals in the dining hall are included in per diem fees, but purchases in the snack bar are made separately.

- Banking and Post Office Services

WWRC offers banking and post office services for enrolled students/client, during posted hours. Through the Cashier's Office, students may cash checks and deposit and withdraw funds, up to specified limits. Drop box locations are available at three convenient locations on campus. Students are issued personal mailboxes, upon request, and keys issued are the personal responsibility of the individual.

- Student Health Services

Services in Student Health are provided much like in a doctor's office or clinic, with appointments made through a receptionist or secretary. For non-emergency services, students are encouraged to make appointments before class, during morning or afternoon break, or after class. For more information, see Section 4: "Core Services/Medical Services".

- Media/Resource Center

The Media/Resource Center offers career development and job search activities as well as the provision of instructional media, media production, and on-line services to address the learning needs of students and support faculty research, planning, and teaching. While primarily accessed by departmental staff and students, the Media/Resource Center is open to all WWRC residents and day students, staff, and visitors.

The Media/Resource Center boasts 7 Pentium II level or higher computers for student use. These computers are networked to a black and white laser printer, as well as color ink jet printer. One computer has a CD burner. Two of the computers feature a flatbed color scanner, and also feature Kurzweil 3000 software. All computers include such features as: Zoomtext, Athena Automated Card Catalog, Office XP, Internet, access to the Media / Resource center's CD tower, PrintShop, keyboarding software, and much more. The Media/Resource Center also houses a variety of multi-media equipment available for loan, a basic copy machine, an Aladdin Genie, an audio tape recorder, TV/VCR combination, and Business School calculators.

Seven newspapers are available to both staff and students daily. The Waynesboro, Staunton, Richmond and Harrisonburg papers are received daily, while the Charlottesville Daily Progress and the Virginian Pilot are Sunday only papers. The Virginian Pilot is mailed to us by the following Wednesday. The Washington Post is available Monday - Friday. The Enterprise, a Patrick County weekly, is also available. Back issues of the paper are kept for approximately two weeks.

The Media/Resource Center also hosts over 25 periodicals, ranging from Staff Professional trades such as Journal for Vocational Special Needs Education, and the Journal of Rehabilitation, to general interest magazines, such as Time, Newsweek, and People. Back issues of magazines are kept for a year.

The Media/Resource Center is an affiliate of the Virginia State Library, giving us access to a generous amount of professionally based, online periodicals, both abstracts and full-text. An Inter-Library Loan (ILL) process is also available to staff and students.

- *Student Internet Access and Computer Usage*

All students are required to participate in orientation relative to computer use and to sign a computer use agreement relative to expectations for maintaining this privilege. Violations are considered serious in nature and consequences are determined, as needed, through the WWRC Serious Incident Review Panel process, per established policies and procedures.

Campus-wide Internet availability is currently accessible through classrooms and the Marscher Lab (located in Barnett Hall dormitory) in addition to the Media/Resource Center. Students fully enrolled in one of WWRC's on-site vocational training programs may also apply to participate in the "Computer Loan Program", if requirements for access to this program are met. A Computer Loan Committee that reviews applications is comprised of both staff and student representatives.

Rules and Regulations for Conduct

Woodrow Wilson Rehabilitation Center (WWRC) offers a unique environment where persons from diverse backgrounds and experiences can live, learn, and work together in order to achieve personal, employment, and independent living goals. Full and part-time staff members are available, 24 hours a day, 7 days a week to assist students, as needed, in accomplishment of these goals.

WWRC day and residential students are expected to obey state and federal laws as well as abide by facility regulations. There are four main behaviors that are expected of all students:

- Show self-control.
- Respect rights & property of others.
- Be safe.
- Follow area-specific expectations

Additional information on Standards of Conduct is covered extensively in the WWRC Student Handbook and in the new student orientation program, required for all newly enrolled students.

Student/Consumer Grievance Procedures

Students and consumers of Woodrow Wilson Rehabilitation Center (WWRC) are encouraged to discuss any unresolved issues or concerns with their assigned Rehabilitation Team. However, a more formal appeal can be made, verbally or in writing, to the supervisor of the person with whom s/he has the disagreement. The supervisor will consider all the details and make a decision.

If the student still does not agree with the supervisor's decision, another informal administrative review is available through WWRC. Beginning with orientation to WWRC and throughout their stay, as needed, students are also informed of the more formal Client Assistance Program through the Virginia Office on Protection and Advocacy (VOPA) and their rights to appeal a decision through established DRS policies and procedures, including a Fair Hearing Process.

If the request is not settled at a local level and/or at any stage of the appeals process, and upon request, students enrolled in WWRC's vocational training programs will be provided the mailing address and contact information for the Council on Occupational Education, an independent postsecondary accreditation body:

Council on Occupational Education
41 Perimeter Center East, NE
Suite #640
Atlanta, GA 30346

(770) 396-3898 or 1-800-917-2081

SECTION 4:

CORE SERVICES

Vocational Services

WWRC's Vocational Services include: Vocational Evaluation; Postsecondary Education Rehabilitation Transition (PERT) Program; Life Skills Transition Program; and the Woodrow Wilson Center for Employment. Each of these programs is summarized below:

- Vocational Evaluation Services

Vocational evaluation is a comprehensive, systematic process in which clients and staff work together to identify and assess a given client's vocational interests, abilities, strengths, weaknesses, aptitudes, and functional limitations relative to the client's preferred rehabilitation goal or employment outcome. Vocational evaluation is an educational process in which the client obtains greater self and work knowledge. S/he learns about the functional impact of his/her disability upon career options and identify barriers to employment. However, s/he also identifies transferable skills, vocational potential, and reasonable accommodations or assistive technology to remove barriers to employment. The evaluation process encourages the individual to become more personally involved in the planning and development of his/her occupational careers. The acquisition of self-knowledge and the requirements involved in occupational areas of interest empowers the individual and establishes a greater degree of confidence in career decision-making.

The outcome is a comprehensive vocational evaluation report that is used for further rehabilitation planning towards successful, sustained employment outcomes. This report outlines the services received at Woodrow Wilson Rehabilitation Center (WWRC) and the client's performance during the vocational evaluation process. It identifies the client's vocational interests, aptitudes, acquired skills, functional limitations, and barriers to employment. The report also recommends services to enhance the client's ability to fully participate in a rehabilitation program, achieve his/her individual rehabilitation goals, and maximize their employment potential.

Examples of services recommended to enhance rehabilitation potential include: assistive technology/devices; reasonable job accommodations; further physical restoration; academic instruction; work adjustment training; vocational training; independent living skills instruction; mental health services; and supported employment options.

A wide range of vocational evaluation services is available to clients at WWRC based on individual needs of the client and/or request of the sponsor. Services include:

- Feasibility Interviews (average length of service: 1-2 hours)

A service designed to assist referral sources in determining a client's current level of readiness to participate in and benefit from a structured vocational rehabilitation service program.

Feasibility interviews may be conducted on an outpatient basis or with clients residing on the Short Term Rehabilitation Unit (STRU). Interviews may include separate consultations with other WWRC service delivery programs, as necessary. Based upon available case history information and interview with the client (and family, if appropriate), recommendations are made relative to the individual client's level of vocational readiness and program needs.

The feasibility interview may recommend additional ancillary services prior to referral for Vocational Evaluation or not recommend participation in the program. The interview may also result in referral for any of the following specific program options.

- Fast Track Evaluation (average length of service: 1-2 days, dependent on needs)

The Fast Track evaluation service option is a comprehensive vocational assessment that is also available as a program option for residential clients at WWRC. This service generally takes place in the community (i.e. a local DRS office or One-Stop), in a group setting and includes:

- Aptitude assessment;
- Academic achievement testing;
- Interest Inventory assessment;
- Work behavior and social skills assessment;
- Individual interview, career counseling/ guidance;
- Career exploration activities (optional)

- Skills Assessment Evaluation (length of service: 1-3 days)

Skills Assessment is designed for individuals with special needs who are not appropriate for participation in a traditional vocational work activity/sample evaluation due to either severity or combination of challenges involving physical, cognitive, emotional, academic, or other functional barriers. This type of assessment is intended to identify the individual's specific functional parameters including vocational strengths, assets, deficits, weaknesses and life skills in order to distinguish specific work tasks toward gainful employment outcomes. This evaluation may also result in an identified need for additional evaluation as described below depending upon the individual's performance results in this area. It may also be utilized as a type of screening device for the sponsor and the client in identifying appropriate areas for additional exploration. This evaluation may initially utilize commercial work samples as appropriate, though modifications and accommodations may be frequently integrated into the assessment process to assess the individual's full potential.

- Comprehensive Vocational Assessment (average length of service: 10 days)

A comprehensive evaluation of academic and vocational skills, interest, and aptitudes which utilizes interviews, observation, psychometrics, administration of WWRC developed work samples/activities, career exploration, vocational guidance and counseling. Utilization of a hands-on, experiential work sample approach provides a unique opportunity for clients to explore the world-of-work, to interact with Center-developed work samples/activities, and to acquire knowledge relative to individual vocational interests and abilities. Primary assessment components include:

- Work behavior and social skills;
- Occupational performance skills and abilities;
- Strengths/assets relative to successful employment outcomes;
- Barriers to employment; and
- Assistive technology and accommodation needs.
- Vocational evaluators develop a cumulative listing of these assessment findings and recommendations for integration within the final discharge report.

Career information is available through individual counseling and guidance as well as the Discovery and Career Labs which provide information ranging from an introduction to the world-of-work to specific job requirements. Sources of information include: Internet web sites; Career Connect; VA VIEW Career Search & Profile; VA VIEW College Search; OASYS; the Guide to Occupational Exploration (GOE); the Dictionary of Occupational Titles (DOT); The Job

Box and The Career Box; informational videotapes and catalogs for four year and community colleges, and a variety of pencil/paper activities.

- Postsecondary Education Rehabilitation Transition (PERT) Program

The Postsecondary Education Rehabilitation Transition (PERT) Program, collaboratively administered by the Virginia Departments of Education and Rehabilitative Services through an inter-agency Management Team and operated from the Woodrow Wilson Rehabilitation Center (WWRC), is a highly effective school-to-work transition initiative for eligible youth with disabilities in participating local school divisions. The PERT Program operates from a “best practices” model in which youth and adult service providers partner to provide an integrated continuum of secondary to postsecondary transition services for participating clients. Parents and former PERT clients are integral members of its Advisory Committee.

A critical component of the PERT process is the formulation and operation of a PERT team within each participating local school division. Mirroring the structure of the state level inter-agency Management Team, local PERT teams are comprised of members representing special education, career and technical education, rehabilitative services, and the PERT Program. The local PERT team is responsible for identifying appropriate clients for PERT participation and planning educational and rehabilitative services for clients based on assessment findings and recommendations. Parents and school-aged youth are integral partners in all aspects of the PERT Program, from client selection and pre-admissions to community re-entry processes.

Targeted service options for the PERT Program include:

- Initial Evaluation: PERT residential evaluation at WWRC (typically 9-10 days, but also available as a 5-day option considered on a case-by-case basis) designed to assess vocational strengths and aptitudes, independent living and leisure skills and functional abilities, as well as social / interpersonal / personal adjustment skills and functional abilities. Findings and recommendations are used by local PERT teams, in working with clients and their parents to address school-to-work transition components of the Individual Education Program (IEP) process.
- Situational Assessment: PERT residential evaluation at WWRC (typically 12 days, but also available as a 5 day option considered on a case-by-case basis) designed to confirm vocational interests, refine skills, develop positive work habits and clarify objectives to achieve individual vocational goals. Targeted youth are selected to participate in the PERT Situational Assessment resulting from recommendations obtained through the Initial Evaluation program and Individual Education Program (IEP) team processes at the local level.

- Remote Vocational / Medical Screenings: Currently piloted in two localities only (Harrisonburg and Russell County), this service option is provided by an interdisciplinary team of rehabilitation experts at WWRC using video conferencing technologies. This service option offers an alternative to the traditional PERT model for youth who may: experience emotional, social, adjustment, or behavioral issues that might otherwise negatively impact or preclude him/her from successfully participating in a residential program; have multiple or complex disabilities, with questions by the parents/guardians, individual, and/or local PERT team representatives as to feasibility for success in a residential environment, including recommendations for support services that might be needed, if deemed appropriate for the full PERT Initial Evaluation; or not want to leave home or may not have parental/guardian support to leave home for a full residential vocational assessment.

The PERT Program serves secondary-aged youth with disabilities enrolled in Virginia's public education system who are receiving special education services under an Individual Education Program (IEP) or a 504 Plan. Participating youth must be selected by the local PERT team and in addition to meeting general WWRC admissions criteria, must also meet the following minimum criteria:

- Eligible for services through the Virginia Department of Rehabilitative Services, per established criteria;
- Presence of a physical or mental impairment;
- Substantial impediment to employment;
- Presumption of benefit in terms of an employment outcome;
- Requires vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment;
- Age sixteen (16) at time of the assessment or 2.5 years from graduation or secondary school completion; AND,
- have a strong, community-based support system.

Potentially eligible youth with disabilities who do not fully meet these eligibility criteria, but who may be otherwise considered appropriate for the PERT Program, will be considered, on an individual case-by-case basis, through a formal pre-admissions review process initiated by the local PERT Team.

- Life Skills Transition Program

The ultimate goal for each client at Woodrow Wilson Rehabilitation Center (WWRC) is the successful application of independent living skills and work skills in his or her home community. Beginning with initial client and sponsor consults, assessments, and the subsequent service plan development, WWRC services are designed to support a viable vocational goal. In order to maximize the potential for lasting positive vocational outcomes, services at WWRC incorporate a holistic approach to assist clients in reaching their employment and independent living goals. The Life Skills Transition Program has been created to provide a comprehensive approach to teaching individuals the job of daily life and living with others within WWRC's living and learning residential environment. The program takes advantage of the social aspects of campus life and activities provided on and off campus to assess and provide instruction across five domains:

- interpersonal skills (disability awareness; self-advocacy; interpersonal communication; initiative/dependability; anger management; conflict resolution; self-esteem and self-confidence)
- independent living skills (money management; clothing care; time management; route finding and information seeking; personal health care; healthy relationships)
- pre-employment skills (basic work behaviors, attitudes, and habits; job seeking skills; basic customer service and effective communication with others; vocational exploration)
- leisure skills (exploration of interests and community resources)
- basic workplace literacy (reading; math; GED assessment and skill development)

The Life Skills Transition Program is open to individuals with disabilities who may benefit from its services, regardless of age. However, the program was originally conceptualized as a component of WWRC's "continuum of services" to meet the school-to-work transition needs of youth and young adults with disabilities who:

- may be still enrolled in the public school system;
- are enrolled in a local "post-high program" operated by the public school system; or
- may have "dropped out" of the public school system prior to graduation.

Applicants may be referred by a local school division, family member, or community-based organization or Agency. Applicants may also self-refer. WWRC utilizes an open entry/open exit system for new student enrollments. Applicants for the Life Skills Transition Program will be accepted on a first come, first served basis, contingent on meeting general WWRC Admissions Criteria. Enrollment dates are coordinated between WWRC Admissions and Life Skills Transition Program Administrative Office.

Progress reports are formally prepared and issued every six weeks. However, students participating in the Life Skills Transition Program are provided more frequent feedback on a daily basis regarding progress towards targeted areas of skill development, in addition to self-evaluations which are shared and discussed. This information is summarized through a weekly feedback process. Summaries of student progress are aggregated to determine effectiveness of the pre-employment, work development, and interpersonal skill interventions.

Participants in the Life Skills Transition Program are eligible to graduate when they master personal learning goals mutually identified during pre-admission, orientation, and assessment phases of their program. Each person's program is individualized in scope, content, and length of stay, based on assessed needs. Upon successful mastery of personal learning goals, graduates are awarded a "Certificate of Attainment" and are eligible to participate in quarterly commencement ceremonies. Transcripts are available, upon request, by contacting the WWRC Records Management Department. A transcript will contain the courses or units completed with corresponding grades, clock hours attempted and completed, and dates of attendance.

- Woodrow Wilson Center for Employment

The Woodrow Wilson Center for Employment is the career and technical education "arm" of WWRC. The mission of the Woodrow Wilson Center for Employment (WWCE) is to successfully assist individuals with disabilities in becoming prepared for employment, higher education, and/or other career development goals by maximizing employment, occupational, and self-sufficiency skills. This mission is accomplished through the provision of career and technical education training and related instructional supports to prepare individuals with disabilities for competitive entry-level employment in growth occupations. Career and technical education training programs and related instructional supports offered by the Woodrow Wilson Center for Employment are congruent with this mission. All instruction is competency-based, including current knowledge, skills, and work ethics relevant to specific occupational fields.

The provision of related instructional supports is an integral component of career and technical education training provided through the Woodrow Wilson Center for Employment to assist each person served in meeting his/her employment and occupational skills training goals. The need for related instructional supports is identified through the rehabilitation team process. Academic support services include: achievement testing; technical-related academic remediation and skill development specific to a career path or goal; and, GED preparation and testing. In addition, students may access services through the WWRC Life Skills Transition Program to build and/or strengthen work habits, attitudes, and behaviors critical to occupational success. The Woodrow Wilson Rehabilitation Center (WWRC) Media/Resource Center offers educational, technology, and other resource supports to assist instructional staff and students in curricular needs.

Woodrow Wilson Rehabilitation Center (WWRC) utilizes interdisciplinary teams to implement person-centered vocational and medical services designed to meet unique individual disability and learning needs of those served. Woodrow Wilson Center for Employment (WWCE) Business and Industry Advisory Committees provide instrumental guidance and direction for all career and technical education training programs and serve as partners in course planning, curriculum development, student skill development preparation, and program evaluation. For more information and/or a full listing of Business/Industry Advisory Committee membership, by occupational cluster and training program area, visit WWRC's web site: <http://wwrc.virginia.gov/wwceadvisorycommittee.htm>.

Full-time and part-time faculty of the Woodrow Wilson Center for Employment meet or exceed minimal qualifications for their position, including a combination of education, experience, and demonstrated competencies appropriate to their area(s) of responsibility. Administrators and instructors are required to possess and maintain appropriate administrative and / or teaching licensures and endorsements, in accordance with Virginia's Licensure Regulations for School Personnel. Current teaching licenses are maintained in the WWRC Human Resources Office, with copies and interim certification records maintained in the Vocational Services Division Administration Office. Full-time and part-time faculty members within the Woodrow Wilson Center for Employment are listed on WWRC's web site: <http://wwrc.virginia.gov/wwcefaculty.htm>.

Except for grant initiatives conducted under its auspices, the Woodrow Wilson Center for Employment career and technical education training programs, including related instructional supports, are accredited by two postsecondary accreditation bodies: CARF International; and, the Accrediting Commission of the Council on Occupational Education (COE).

- CARF International
Employment and Community Services Division
4891 East Grant Road
Tucson, AZ 85712
(520) 325-1044 or toll-free (888) 281-6531 (voice/TTY)
(520) 318-1129 (fax)

- Council on Occupational Education (COE)
41 Perimeter Center East
Suite #640
Atlanta, Georgia 30346
(770) 396-3898 or toll-free (800) 917-2081
(770) 396-3790 (fax)

The Woodrow Wilson Center for Employment also serves secondary education students with disabilities who meet WWRC admissions criteria. Secondary education services are provided in accordance with all applicable federal and state special education laws and regulations.

The Woodrow Wilson Center for Employment, operating continuously throughout the year, with a two-week closure from mid-December through the first of January annually, utilizes an open entry / open exit system for new student enrollments. Applicants are accepted, on a first come, first served basis, contingent on general WWRC Admissions Criteria, required (pre) requisite skills, if any, (see Appendix B: WWCE Course Offerings and Program Completion Requirements), and program availability for the area of interest. Enrollment dates are coordinated between the WWRC Admissions and Center for Employment Offices. The annual calendar is disseminated and posted on the WWRC web site by July 1st each year.

Progress reports are formally prepared and issued every six weeks. Students have the right to request a more frequent review of progress towards training goals, individually with the instructor, and/or through a rehabilitation team meeting, as indicated. Similarly, any member of the student's rehabilitation team may request an interim meeting, as needed.

Students participating in service or paraprofessional occupational track training programs through the Woodrow Wilson Center for Employment are graded on a numeric scale of 1-5. Students participating in professional occupational track training programs are graded on an alphabetical scale (A-F):

A = 94-100
B = 87-93
C = 80-86
F = 79 or below

The Woodrow Wilson Center for Employment offers a variety of career and technical education training programs within targeted service, paraprofessional, and professional occupational clusters. Each training program is individually sequenced, based on learning needs and other aspects of the rehabilitation program. Therefore, length of program is indicated as an average, with any program anticipated to exceed 25% of the average length requiring rehabilitation team intervention. See Appendix B: WWCE Course Offerings and Program Completion Requirements, for more information.

All students fully enrolled in a career and technical education training program participate in at least one successful community-based internship experience, typically 4-6 weeks in length, as a requisite to graduation. The internship experience offers an opportunity for the student to demonstrate mastery of and apply acquired skills in an industry setting, under the guidance of a business mentor. Internship experiences are graded by the business mentor and serve as a final, independent evaluation of the student's skill attainment and mastery.

Graduates are awarded a "Certificate of Attainment" upon satisfactory completion of all course requirements. For those individuals completing a minimum of 80% of course requirements but exiting WWRC prior to full graduation, a "Summary of Skills Certificate" will be awarded upon official documentation of satisfactory employment for a minimum of ninety days in a field directly related to the training received through the Woodrow Wilson Center for Employment. Commencement ceremonies are conducted quarterly and are open only to graduates who achieve a full "Certificate of Attainment".

Transcripts are available, upon request, by contacting the WWRC Records Management Department. A transcript will contain the program of study, courses or units completed with corresponding grades, clock hours attended, and dates of attendance.

All persons exiting Woodrow Wilson Center for Employment training programs are contacted at one-year post exit for follow-up purposes. Data obtained through telephone surveys is reported both quarterly and annually. Individuals are interviewed about their employment status and general satisfaction with services received. Employment information gathered and reported includes place of employment, position, hours, wages and benefits. For current and archived Annual Reports and student success profiles, visit WWRC's web site:

<http://wwrc.virginia.gov/wwce.htm#outcomes>.

Medical Rehabilitation Services

Woodrow Wilson Rehabilitation Center provides a comprehensive array of therapeutic medical rehabilitative services using a transdisciplinary approach. These services are available to all individuals with disabilities who are enrolled in medical and/or vocational rehabilitation programs either as non-residential outpatients, or as outpatients residing at WWRC, using any of the housing options available. Individuals do not have to be DRS clients to access these services.

The transdisciplinary team, together with the client and any involved caregivers, develops an individualized therapeutic medical rehabilitation program focused on meeting that client's specific needs and rehabilitation goals to enable the client to achieve the highest desired level of self-sufficiency possible in preparation for community integration and vocational pursuits.

WWRC's Medical Rehabilitation Services Division is licensed to provide services by Medicare, Medicaid, Blue Cross/Blue Shield and is certified as a Comprehensive Outpatient Rehabilitation Facility (CORF). All medical service providers are certified by their professional organizations and licensed or certified by the Commonwealth of Virginia.

All Center medical staff receive an intensive orientation to medical and therapeutic rehabilitation practices. An active in-service program provides continuing professional growth. This highly specialized level of service attracts nursing and therapy affiliates from colleges, universities, and technical schools throughout the United States.

Medical Rehabilitation Services include:

- Specialty Outpatient Clinics

Six specialty clinics are available for persons requiring specialized services. Five of these clinics are operated on-site at WWRC and one as a mobile outpatient clinic. These clinics do not require a physician's referral to be scheduled. Utilizing a team approach, evaluations are conducted, recommendations are made, and services are provided and monitored in the following:

- The Evaluation/Feasibility Clinic works with individuals who are seeking recommendations regarding their ability to benefit from rehabilitation services. The team meets with the client to evaluate current medical and functional status to determine which medical and vocational services, including assistive technology services, might be of benefit to the client. Guidance is offered to the

client and referral source for accessing any recommended physical restoration treatment programs either at WWRC or in the community.

- The Orthotic Clinic provides services to individuals requiring leg, arm, or spinal bracing to maximize safe mobility and self-sufficiency. The team evaluates clients with existing bracing to make recommendations for repair, modification, or replacement; as well as, those with recent injury or illness to determine their ability to benefit from bracing.
- The Prosthetic Clinic works with individuals who have limb amputations to determine the most appropriate prosthetic device, ensure proper prosthetic fit, and recommend necessary prosthetic training.
- The Spinal Cord Injury Follow-up Clinic offers clients with spinal cord injury (SCI) access to medical and rehabilitation professionals with expertise in the management of SCI-related issues on an ongoing basis. Recommendations may include referrals for further medical or diagnostic services, equipment evaluations, medication changes, or home therapy program updates.
- The Brain Injury Services Clinic offers a customized comprehensive outpatient evaluation service to individuals with acquired brain injury. The clinic is an intensive two-day process tailored to the individual and intended to provide information for ongoing rehabilitation services either at WWRC or in the home community. An interdisciplinary team will evaluate the individual's level of cognitive, physical, behavioral, and emotional functions, as needed.
- Mobile Outpatient Clinic Services may be staffed by a rehabilitation team or individually by occupational therapists, physical therapists, or rehabilitation engineers. Mobile clinics provide outreach services to those persons unable to access services at WWRC by bringing rehabilitation expertise and services to individuals with varying disabilities across the Commonwealth, upon request. These services may include: wheelchair evaluations; feasibility evaluations to determine appropriate therapy interventions; work-site evaluations, adaptations, and accommodations; assistive technology assessments; and referrals for additional rehabilitation services.
- Communication Services

Audiology and Speech-Language Pathology services at WWRC are guided by the standards of the American Speech-Language-Hearing Association, and are provided consistent with the most current research in communication sciences. Speech-language pathologists and audiologists provide a full range of audiological and speech-language pathology services, including:

- Diagnostic evaluations
- Follow-up
- Consultation

Persons served include individuals with a variety of oral-motor and communication disabilities such as:

- Aphasia
- Auditory processing disorders
- Dysarthria
- Hearing loss
- Laryngectomy
- Learning disabilities
- Stuttering
- Swallowing disorders
- Loss of speech

Communication services are offered to clients in the Medical, Vocational, Independent Living, PERT, and Brain Injury Services programs. Client follow-up is provided throughout a person's rehabilitation program in the classroom, recreational setting, other therapies, and in the home community to enable clients to transfer gains and recommendations made into their daily life. Audiology services include a full range of services for assessing hearing disorders by licensed and certified audiologists. All persons admitted to the vocational evaluation program are screened for hearing disorders. Services include:

- Assessment for use of Assistive Listening and Alerting devices
- Auditory evoked potential testing
- Aural rehabilitation to help individuals maximize the use of their residual hearing
- Consultation and evaluation regarding the use of assistive listening devices
- Consultation with the individual's rehabilitation team to help manage hearing and listening abilities in other therapies, in the classroom, in recreation activities, and in the community
- Evaluation of middle ear function
- Hearing aid evaluations
- Special diagnostic testing for adults and children
- Teaching care and use of hearing aids
- Testing of basic hearing acuity

WWRC's Speech-Language Pathology services are provided by licensed and certified speech-language pathologists. A team approach is used to maximize the person's abilities in all settings, with follow-up provided in the vocational classrooms, in the community, or in work settings. Services include:

- Individual evaluation and treatment
- Cognitive-linguistic programs for people with brain injury and stroke
- Computer enhanced programs for speech-language and cognitive therapy
- Consultation
- Evaluation and treatment of people with swallowing disorders
- Group treatment options to enhance carryover of learned techniques to functional situations
- Treatment for cognitive disorders
- Training in interpersonal communication skills
- Evaluation, treatment, and specialized equipment prescriptions for those persons who have no speech or for whom speech is not functional.

WWRC provides a transdisciplinary team approach to working with persons who are non-speaking or have severe speech intelligibility deficits, using augmentative-alternative communication (AAC). Led by a speech-language pathologist, the team includes an occupational therapist, a physical therapist, a vocational evaluator and a rehabilitation engineer. The team works with the client, family, and other professionals involved with the client to assess communication needs and develop a communication system enabling the client to maximize independence in communication. Intensive group treatment is available through the Empowerment Through Communication program to help AAC device users become highly competent communicators using their technology.

- Assistive Technology Services

Assistive technology consultation is available through several Center programs and services of professionals from multiple disciplines, including occupational therapists, physical therapists, speech-language pathologists, audiologists, computer systems engineers, and rehabilitation engineers. These teams provide consultation, equipment recommendations, training, and follow-up in the following areas:

- Augmentative alternative communication (AAC)
- Computer access and accommodations (CAL-Computer Accommodation Lab)
- Adapted driving
- Assistive listening and alerting devices
- Personal care assistance
- Seating and Mobility

Training and follow-up are with the client, family, or caregiver, and other professionals involved in the individual's care. Assistive technology devices are "any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain or improve functional capabilities of individuals with disabilities." Assistive technology can enable persons with disabilities to have greater control over their lives and increase their participation in education, employment, family, and community activities.

- Durable Medical Equipment

A transdisciplinary clinical team assists clients in the needs assessment, selection, and acquisition of the most appropriate durable medical equipment (DME). WWRC DME staff will assist clients to determine their coverage for DME as allowed by the individual's insurance policy or beneficiaries' rights through Medicare and Medicaid. Consideration of similar benefits for DRS-sponsored clients will be pursued in accordance with Federal regulations and in communication with the client's DRS case manager. If items are obtained through the Center's procurement process, the Commonwealth of Virginia rules governing state purchases are followed.

Durable Medical Equipment Evaluation outcomes may include:

- Opportunity for a trial of DME options to allow informed client choice regarding DME recommendations.
- Thorough and comprehensive documentation relevant to any recommended DME including:
 - Identification of the client's past, current and anticipated medical condition or complications;
 - Determination of current functional limitations and abilities for mobility, self-care, and communication resulting from the medical condition/s;
 - Assessment of how existing equipment or therapeutic interventions are addressing these functional limitations; and,
 - Identification of functional abilities which could be effectively enhanced through repair to, or replacement of, existing equipment, new equipment, or additional therapeutic interventions including client or caregiver training;

- Opportunity to have DME recommendations processed by WWRC including submission of all documentation required for billing purposes;
 - Individualized fitting, instruction, and training in the use of all DME upon its delivery from the manufacturer; and,
 - Vendor support for warranty, maintenance, and repair.
- Occupational Therapy (OT)

Occupational Therapy (OT) helps people regain, develop, and build skills that are important for independent living, health, and happiness. Through the remediation of one's performance limitations and the incorporation of compensatory strategies and assistive technology, OT enables individuals to engage in their daily living tasks. Individuals may be evaluated and subsequently receive treatment intervention in any of the following areas:

- Activities of daily living including feeding, bathing, grooming, toileting, dressing, sexual expression, transfers and functional communication (writing, typing, using the telephone).
- Independent living skills including meal planning and preparation, clothing care, general household cleaning/maintenance, attendant care management and child care.
- Community integration, including accessing banks for money management, stores and malls for shopping, medical facilities for appointments, social establishments for leisure and salons and barbers for hair care.
- Upper extremity splint design, fabrication and application.
- Upper extremity prosthetic evaluation and training.
- Upper extremity range of motion, strength, functional movement and coordination.
- Wheelchair seating and positioning for optimal skin integrity, posture and functional participation.
- Assistive technology, including wheelchair cushions, bathroom equipment and environmental aids to daily living.
- Computer access and ergonomic work station designs.
- For environmental access and functional participation within their home, school and work sites.
- Ergonomic awareness and incorporation in functional tasks within their living and working environments.
- Adaptive driving to determine an individual's ability to drive incorporating specialized driving technology as needed.
- Visual, visual/perceptual, perceptual/motor and cognitive skill performance.
- Discharge planning including family education, home programs and transitional apartment/cottage trials.

- Pharmacy and Sterile Supply Services

Pharmaceutical and Sterile Supply Services provide vital support to WWRC clients through training in medication management and planning for continuity of service during temporary leave and following discharge. The Center's modern, well-equipped pharmacy is staffed by a registered pharmacist and two state-certified Pharmacy Technicians. It maintains a broad inventory, including products specialized for use in rehabilitation medicine.

The pharmacy provides essential information on the treatment of disabilities with pharmacological agents. As part of the medical team, the pharmacist reviews the individual medication profile prior to dispensing prescriptions, screening for potential drug therapy problems which include drug-allergy and drug-drug interactions.

Self-management of medications and medical supplies is encouraged. At the discretion of the medical staff, clients may control and administer their own medications.

- Physical Therapy (PT)

Physical Therapy helps persons whose lives have been changed by injury or illness that has resulted in movement-related or painful conditions. Examples of these conditions include:

- Brain Injury
- Stroke
- Cerebral Palsy
- Multiple Sclerosis
- Muscular Dystrophy
- Amyotrophic Lateral Sclerosis
- Spina Bifida
- Neurological Disorders
- Spinal Cord Injury
- Limb Amputation
- Balance Disorders
- Back and Neck Disorders
- Post-Polio
- Arthritis
- Orthopedic Surgeries/Injuries

WWRC physical therapists work with clients to help them meet the challenges they are facing with their injury or illness. Physical Therapy's goal is to help clients regain as much functional independence as possible so that they can get back to living their life at home and in their community, and participating fully in their vocational or academic pursuits. Physical therapists and other rehabilitation team members, including physicians, will design a therapy program that focuses on meeting the clients' goals for improving function and comfort.

Physical therapists will evaluate and measure an individual's abilities in areas of strength, flexibility, balance, mobility (walking or using a wheelchair), movement coordination and speed, cardiovascular and respiratory endurance. They will also look at the client's functional skills and needs for moving around within his/her home and community. The therapy program will focus on helping individuals improve in those areas found to have potential for increasing their abilities to live a productive and satisfying life. The program will also introduce clients to assistive technology devices that may be needed to help them reach their goals. Treatments will aim to improve the client's...

Ability to "Get Around":

- Gait (walking) training with or without orthotics (braces) or prostheses (artificial limbs)
- Partial weight bearing or suspended gait training
- Standing programs to prepare for walking
- Bed mobility and transfer training
- Balance training including computerized balance platform
- Electrical stimulation gait program (ParaStep®)
- Lower extremity orthotic (brace) trials and training
- Muscle re-education and motor control training (incl. EMG biofeedback, functional electrical stimulation, and functional taping)
- Wheelchair mobility skills training

Strength, Flexibility, Skin Care, Pain Management and Fitness:

- Strengthening
- Stretching
- Casting to increase flexibility
- Modalities for pain control, joint motion and soft tissue healing
- Pool therapy
- Wound management program
- Wheelchair-accessible strength & conditioning equipment

Use of Assistive Technology:

- Wheelchair Evaluations
- Wheelchair mobility training
- Seating evaluations to help clients sit comfortably and in a position that enables them to go about their daily functions
- Pressure mapping to evaluate skin pressures with wheelchair seating and cushion evaluations
- Working with other team members to make sure that all of the client's technology works well together

Ability to Return to Work:

- Body mechanics, lifting techniques and back care, along with guidelines for safe work performance
 - Work injury prevention education
 - Ergonomic workstation evaluations and recommendations for work accommodations
 - Physical Work Performance Evaluation
 - Work conditioning
 - Work site evaluations (going with clients and other team members to their work site to determine how to help them do their job)
- Physician, Rehabilitation Nursing, and Student Health Services

Woodrow Wilson Rehabilitation Center provides a full range of Physical Medicine and Rehabilitation Services, Physical Therapy, Occupational Therapy, Nursing Services, Speech Pathology and Audiology, and Rehabilitation Engineering Services as part of its comprehensive medical rehabilitation program. Physicians trained or experienced in Physical Medicine and Rehabilitation supervise these services. Evaluations enable the physician and client to identify rehabilitative potential and functional limitations. Physicians make recommendations for the most appropriate form of therapies or programs for each individual. As a holistic approach to medicine, the Center also provides Internal and Psychiatric medicine consults for clients in programs at WWRC.

Outpatient evaluations and treatments are available by appointment. A referral may be made by clients, Rehabilitation Counselors, or health care professionals, and supplemented with appropriate medical information. Routine medical laboratory and basic x-ray services can be performed on the premises.

Professional nursing staff members are employed at the Center, including Registered Nurses, Licensed Practical Nurses and Human Services Care Workers. Nurses play a vital role in providing services for residents, outpatients, and clients returning for follow-up services. The emphasis of nursing services is on providing physical care, emotional support, and education to allow clients to attain their optimal level of health and independence. Professional nurses direct and guide clients in becoming informed and self advocates related to their health care needs.

Many persons with disabilities benefit from instruction in self-care skills. The nursing staff at WWRC specializes in working with clients to achieve maximum levels of independence. In situations where complete independence cannot be realized, nurses instruct clients on how to teach others to effectively assist them.

Student Health provides health care services for clients residing in the dormitory and for day students enrolled at WWRC. A physician is available for client appointments Monday through Friday, and a psychiatrist is available one day a week. A WWRC physician is on-call 24-hours a day.

Registered Nurses and Licensed Practical Nurses staff the Student Health Clinic. Services provided include maintenance, episodic, preventative, emotional counseling, and emergency care. Student Health staff also provide educational classes and individual teaching in preventative and restorative health care. A preadmission/admission screening is completed on all clients admitted to the Center with possible medical needs. Nursing staff communicates with the vocational case manager regarding any medical or psychiatric conditions of their clients that may affect their rehabilitation program.

Student Health works in conjunction with WWRC Rehabilitation Counselors in processing case management referrals. RN case management ensures quality health care services are provided by implementing a plan to prevent potential medical complications for high-risk clients. The assigned nurse acts as a liaison among the client, Student Health physician, nursing staff, vocational case manager, and outside vendors.

Student Health staff strive to maintain a medical plan of care that is consistent with what was provided by the home physician. Clients who have a chronic condition are requested to bring medications, prescriptions, supplies, equipment and a written plan of care from their home physician.

If clients are taking a prescription medication, we request that they bring at least a 30-day supply. The medication must be in a correctly labeled prescription bottle. For those clients staying longer than one month, we request that they come to the Center with written prescriptions from their home physician.

Medications are kept in Student Health for clients who need assistance taking them. The clients come to Student Health at a scheduled time to receive the medications. Clients who are able to manage their own medications keep their medications secured in their dormitory room. All narcotics on campus are locked in Student Health and are administered by a nurse. Student Health has an infirmary for dormitory clients who need nursing care and who are unable to stay in their rooms for a medical reason. Clients with an acute illness or injury will be sent to the local hospital as needed.

Limited employee health services for WWRC staff are provided by Student Health staff in compliance with OSHA regulations. Staff and visitors who have an emergency may be assessed by Student Health and provided immediate treatment until they can be transported to a medical facility.

- Rehabilitation Engineering

The Rehabilitation Engineering Department works directly with clients to determine the design of appropriate equipment to deal with the client's problems which may impede personal productivity and/or function. These types of problems may surface at any time in the rehabilitation process, and may seriously impact the individual's potential to succeed in activities of daily living, mobility, and productivity in educational, employment, and recreational pursuits. Although persons with disabilities face many barriers, these obstacles usually give way to the imaginative use of specially designed adaptive equipment and/or compensatory strategies, which are not available by "over-the-counter" assistive technology dealers or vendors.

These specially trained individuals combine proven engineering principles with a compassionate understanding of physiologic disorders and human factors. Successful matches of human/mechanical interfaces are the result of a conscious team effort to identify abilities which the individual may possess, and which may be measurably enhanced by technology. Once therapists and other team members have identified the physical parameters of these abilities, the Rehabilitation Engineers set out to "bridge the gaps" with customized assistive devices. An elaborately equipped fabrication shop gives the Rehabilitation Engineer the unique ability to design and build virtually anything that is conceived. A totally self-contained Mobile Fabrication Shop (tractor/trailer) also allows instant "on-the-spot" job accommodations and modifications.

- Social Work (Clinical) Services

The Clinical Social Work Department offers a broad range of services to clients and their family member(s) to facilitate the client's safe reintegration into the community. Services include the following:

- Brief Psychosocial assessments
- Case management services with clients and family member(s) or significant other(s)
- Individual and group therapeutic counseling intervention

These services are offered to all WWRC clients and their families, as well as clients who are within thirty days of completion of their medical programs. The work of the Social Worker is coordinated through the efforts of a transdisciplinary team approach, with the physical, social, emotional, environmental and economic needs of the client and family being considered.

Psychosocial assessments are initiated at the time of a client's admission to the medical unit. The assessment provides a brief historical perspective of the client which is essential to the development of proper discharge planning and therapeutic interventions with clients and family member(s). This assessment is a part of the interdisciplinary evaluation report.

Regular and consistent communications are maintained with the client, family member(s) and/or significant other(s) to enhance their involvement in the client's rehabilitation treatment program. The goal is to meet clients' needs and support the capacity for self-determination and ultimate independence in the community.

The Social Worker assists clients and their families or significant other(s) in their adjustment to changes in life situations brought on by illness or injury. The Social Worker may also make referrals to the Psychological Services Department for services such as psychological and neuropsychological assessment, individual/family group psychotherapy, addiction services and residential behavioral intervention.

- Spinal Cord Injury Services

Persons with spinal cord injuries often require comprehensive services from experienced staff from the time of injury throughout their life, and may access WWRC's medical and vocational rehabilitation services appropriate to their needs, as outlined in other sections of this Guide. Due to shorter medical rehabilitation stays, individuals with spinal cord injuries are being discharged home before reaching maximal functional independence. As a result, these individuals may need ongoing contact with rehabilitation professionals. These contacts may include comprehensive evaluations of their current medical, psychosocial, vocational and functional needs. Evaluations are available through clinics, outpatient services and admission to the Short Term Rehab Unit (STRU). Evaluations may also result in recommendations for a therapy program (ranging from a single day to several weeks) to:

- Continue maximizing functional independence.
- Re-gain functional skills lost as a result of a recent illness, surgery or the normal aging process (in some cases, further neurological recovery may reveal potential for increasing function with therapeutic intervention).
- Develop a skills-building therapy program to be implemented by community service providers.
- Provide family or caregiver training to assist the individual with SCI to successfully live at home.
- Evaluate the potential to increase an individual's access and function within their home or community through environmental modifications and assistive technology.
- Provide client and family education to address medical, vocational, psychosocial and functional needs.

In collaboration with The Virginia Spinal Cord Registry, Woodrow Wilson Rehabilitation Center sends a comprehensive package of SCI related materials to any individual reported to the registry. Woodrow Wilson maintains a clearinghouse of SCI related information for utilization in our statewide information and referral function. These materials are available for persons with disabilities, family members and professionals.

Appendix A:

WWRC Fee Schedule

SERVICE	FEE
Short Term Rehab Unit (STRU) (S/I Code A0001)	386.00
Supported Living Services (SLS) (S/I Code A5755)	386.00
Dormitory (S/I Code A5755)	96.00
Day Student (S/I Code A5815)	57.00
Mary Switzer Building - accommodations for accompanying family members: Single Occupancy (S/I Code A5750 Room; A5810 Board)	23.75
Mary Switzer Building - accommodations for accompanying family members: Double Occupancy (S/I Code A5750 Room; A5810 Board)	36.25
Mary Switzer Building - accommodations for accompanying family members: Triple Occupancy (S/I Code A5750 Room; A5810 Board)	47.25

Vocational Services Fees

SERVICE	FEE
Vocational Assessment at WWRC (S/I Code A6300) <u>Services include: vocational interest, aptitude and academic assessment; work behavior and work performance evaluation; learning style identification; career information, exploration, guidance, and counseling; assessment for assistive technology and reasonable accommodations; work sample administration using "hands-on" simulated work sample activities and/or commercial work sample systems; simulated situational assessments; and, assessment regarding the client's ability to enter sheltered, supported, or competitive employment. A written summary report includes all these components with specific recommendations for services needed to facilitate employment and independent living outcomes.</u>	40.00 Per 75 Minute Unit (160.00 Per Day)
Vocational Assessment Instructional Supplies (one time charge) (S/I Code A3310)	48.00
Vocational Diagnostic Services, Initial Feasibility Interview (per interview) (S/I Code 6300)	120.00

Vocational Diagnostic Services, Vocational Assessment Outreach (S/I Code 6300)	400.00
Pre-Vocational Skills Training (per day) (S/I Code A5400) <u>Services include: Individual program of personal and social adjustment, work conditioning, behavioral development, manual skill development, personal hygiene program plus vocational goal development.</u>	72.00
Pre-Vocational Skills Training Instructional Supplies (one time charge) (S/I Code A3010)	66.00
Occupational Skills Training (Vocational Training) (per day) (S/I Code A3000) <u>Services include: campus-based training programs, ranging from service and paraprofessional occupations to technical professional occupations and information technology careers; and, local External Training Option (ETO) Program in which clients receive training at local businesses within the community surrounding WWRC, taking advantage of the many support services available at WWRC while pursuing occupational skills training goals.</u>	72.00
Occupational Skills Training Materials, Tools & Equipment and Incidental Costs (S/I Code A3010)	Fee Schedule (PDF Format)
Statewide External Training Option Program (per month) (S/I Code A3000)	180.00
Distance Learning with Remote Supports (One-Time Sponsorship) (S/I Code A3000)	2050.00
Academic Assessment and / or Tutoring Services - On-Site at WWRC (per hour)	35.00
Academic Assessment and / or Tutoring Services - Remote Tutoring (per hour)	160.00
Independent Living Skills Training Program (per day) (S/I Code 3910B)	72.00
PERT 5-day Initial Evaluation, including Dorm	1795.00

SERVICE	FEE
PERT 9-day Initial Evaluation, including Dorm	2719.00
PERT 10-day Initial Evaluation, including Dorm	3070.00
PERT 5-day Initial Evaluation, including Short Term Rehabilitation Unit stay	3245.00
PERT 9-day Initial Evaluation, including Short Term Rehabilitation Unit stay	5329.00
PERT 10-day Initial Evaluation, including Short Term Rehabilitation Unit stay	5970.00
PERT 1-week Situational Assessment, including Dorm	1165.00
PERT 2-week Situational Assessment, including Dorm	2347.00
PERT 1-week Situational Assessment, including Short Term Rehabilitation Unit stay	2615.00
PERT 2-week Situational Assessment, including Short Term Rehabilitation Unit stay	5537.00
Vocational / Medical Screening	365.00

Medical Services Fees	
SERVICE	FEE
Physician Fees (charge based on time and complexity of procedure) <u>Specialties include: Physical Medicine (S/I Code X0263), Orthopedics (S/I Code X0248), Urology (S/I Code X0290), Internal Medicine (S/I Code X0226), Psychiatry (S/I Code 90801) and Psychology (S/I Code 90801)</u>	50.00 - 285.00
Medical Laboratory (charge & S/I code dependent on tests)	10.00 - 156.00
Radiology & Interpretation (charge & S/I code dependent on tests)	21.00 - 216.80
Respiratory Therapy (charge & S/I code dependent on procedure)	14.75 - 101.00
Speech Language Therapy, Communication Services - individual service requiring direct staff supervision or contact (per 15 minutes) (S/I Code X0740)	22.50 - 35.25
Speech Language Therapy, Communication Services - service requiring indirect staff supervision or contact (per 15 minutes) (S/I Code X0740)	9.50 - 28.00
Speech Language Therapy, Communication Services Evaluation (per 15 minutes) (S/I Code X0735)	25.00 - 27.50
Speech Language Therapy, Audiology Evaluation & Treatment Services (S/I Code 92557)	12.50 - 125.00
Occupational Therapy, Driver Evaluation & Training (per 15 minutes) (S/I Code A8130)	29.00 - 31.25
Occupational Therapy, Evaluation (per 15 minutes) (S/I Code X0516)	25.00 - 45.00
Occupational Therapy, Treatment - service requiring constant or frequent direct staff supervision or contact (per 15 minutes) (S/I Code X0529)	25.00 - 35.00

SERVICE	FEE
Physical Therapy, Evaluation (per 15 minutes) (S/I Code X0514)	25.00 - 45.00
Physical Therapy, Treatment - service requiring constant or frequent direct staff supervision or contact (per 15 minutes) (S/I Code <i>(S/I Code 97110)</i>)	18.00 - 35.00
Physical Therapy, Treatment - service requiring distant or infrequent indirect staff supervision or contact (per 15 minutes) (<i>S/I Code 97110</i>)	25.00
Brain Injury Services - Medical (per 15 minutes) (<i>S/I Code A1201</i>)	22.50 - 35.25
Mental Health Services, Neuropsychological / Psychological Testing (per hour) (<i>S/I Code 96117</i>)	115.00
Mental Health Services, Consultation (<i>S/I Code 90801</i>)	183.50
Mental Health Services, Individual Psychotherapy - charge based on time & complexity of Procedure (<i>S/I Code 90806</i>)	85.00 - 201.50
Mental Health Services, Group / Family Psychotherapy - charge based on time & complexity (<i>S/I Code 90853</i>)	65.00 - 165.00
Mental Health Services, Medication Management (<i>S/I Code X0120</i>)	65.50 - 79.50
Rehabilitation Engineering (per 15 minutes) (<i>S/I Code A6801</i>)	25.00 - 37.50
Student Health Infirmary (per hour for extensive services) (<i>S/I Code X0910</i>)	16.25
Transportation, WWRC Driver (per hour) (S/I Code A6020)	18.00
Transportation, WWRC Vehicle (per mile) (S/I Code A6020)	0.19 - 1.22

SERVICE	FEE
Clinic Services, Evaluation Clinic (charges based on time) (S/I Code X0538) <u>Services include: Occupational Therapy, Physical Therapy, Speech Language Pathology, Physiatry, Nursing Services, Social Work Services and any required follow-up services.</u>	420.00 - 480.00
Clinic Services, Orthotic Clinic (charges based on time) (S/I Code X0518) <u>Services include: Occupational Therapy, Physical Therapy, Social Work Services, Orthotist and Physiatry.</u>	110.00 - 190.00
Clinic Services, Prosthetic Clinic (charges based on time) (S/I Code X0538) <u>Services include: Occupational Therapy, Physical Therapy, Social Work Services, Prosthetist and Physiatry.</u>	110.00 - 190.00

**WOODROW WILSON REHABILITATION CENTER
OCCUPATIONAL SKILLS TRAINING
FEES FOR BOOKS, TOOLS, UNIFORMS AND
INSTRUCTIONAL SUPPLIES
Effective 7/1/05 - 6/30/06**

(All prices are subject to change without notice)

DRS S/I CODES (Miscellaneous):			
A4200	Training Materials	A4210	Textbooks
A5900	Incidental Cost	A4220	Uniforms

The total amount may not reflect the total charge due to items issued per the Vocational Training Objective.

AUTO MECHANIC

Auto Reconditioning and Detailing Worker (4 mos./80 days/500 hrs.)

D.O.T. 915.687-034

Auto Servicing Technician [Tire and Lubrication] (2 mos./40 days/250 hrs.)

D.O.T. 915.684-010 and 915.687-018

General Services Technician (8 mos./160 days/1000 hrs.)

D.O.T. 915.467-010

All clients will receive the following:

Safety Boots	\$72.50
Safety Glasses (Clear)	\$11.73
Long Sleeve Coveralls	\$29.00
Short Sleeve Coveralls	\$29.00
Padlock	\$6.51
TOTAL	\$148.74

Instructional Supplies for Auto Reconditioning and Detailing	\$1,057.11
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Instructional Supplies for General Service Technician	\$461.55
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TOTAL	\$1,518.66
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After Auto Reconditioning and Detailing the client will receive a textbook and workbook.

Automotive Technology Textbook	\$97.51
Automotive Technology Workbook	\$44.40
TOTAL	\$141.91

Tool Kit Charges	\$728.44
	\$728.44

BUILDING TRADES

Cabinetmaker's Assistant (10 mos./200 days/1250 hrs.)

D.O.T. 660.280-010

Furniture Assembler (7 mos./140 days/875 hrs.)

D.O.T. 763.684-038

"Wrangler" (regular fit) Jeans (3 pair)	\$65.03
"Dickie" long sleeve dark blue work shirts (3 each)	\$64.64
"Brahma Eagle" white steel toe tennis shoes	\$35.41
Ball Cap	\$5.97
"Wrangler" Black Leather Belt	\$14.50
Safety Goggles	\$10.18
Safety Glasses (Clear)	\$11.73
Safety Glasses (Gray)	\$12.33
Gloves	\$10.82
Hooded Sweatshirt	\$36.24
Steel Toe Knee Boots	\$32.71
Textbook: Modern Cabinetmaking	\$68.12
Workbook: Modern Cabinetmaking	\$18.10
Textbook: Modern Carpentry	\$68.12
Workbook: Modern Carpentry	\$15.23
Textbook: CNC Router	\$74.57
Workbook: CNC Router	\$22.71
Tool Kit	\$326.32
Instructional Supplies	\$291.45

TOTAL \$1,184.17

Carpenter's Assistant (7 mos./140 days/875 hrs.)

D.O.T. 869.684-014

Construction Laborer (5 mos./100 days/625 hrs.)

D.O.T. 869.687-026

"Wrangler" (regular fit) Jeans (3 pair)	\$65.03
"Dickie" long sleeve dark blue work shirts (3 each)	\$64.64
"Brahma Eagle" white steel toe tennis shoes	\$35.41
Ball Cap	\$5.97
"Wrangler" Black Leather Belt	\$14.50
Safety Goggles	\$10.18
Safety Glasses (Clear)	\$11.73
Safety Glasses (Gray)	\$12.33
Gloves	\$10.82
Hooded Sweatshirt	\$36.24
Textbook: Modern Cabinetmaking	\$68.12
Workbook: Modern Cabinetmaking	\$18.10
Textbook: Modern Carpentry	\$68.12
Workbook: Modern Carpentry	\$15.23
Textbook: CNC Router	\$74.57
Workbook: CNC Router	\$22.71
Tool Kit	\$323.48
Instructional Supplies	\$291.45

TOTAL \$1,148.62

FOOD SERVICE

Kitchen Assistant (6 mos./120 days/750 hrs.)
D.O.T. 318.687-010
Cook's Assistant (8 mos./160 days/1000 hrs.)
D.O.T. 317.687-010
Baker's Assistant (8 mos./160 days/1000 hrs.)
D.O.T. 313.684-010
Cafeteria Attendant (6 mos./120 days/750 hrs.)
D.O.T. 311.677-010
Porter/Utility Person (6 mos./120 days/750 hrs.)
D.O.T. 318.687-014

Tops (3 each)	\$49.42
Pants (3 pair)	\$64.99
One Belt	\$29.00
Shark Cap or Visor	\$6.53
Chef's Jacket (1)	\$29.00
One Digital Thermometer	\$7.95
Instructional Supplies	\$141.46
TOTAL	\$328.34

HEALTH OCCUPATIONS

Certified Nurse's Aide (8 mos./160 days/1000 hrs.)
D.O.T. 355.674-014

Pants (dark blue or maroon) (3 pair)	\$65.25
Tops (dark blue or maroon) (3 each)	\$65.25
White Tennis Shoes	\$36.25
Textbook/Workbook "For Long Term Care Assistants"	\$66.12
Ring Binder Index 31-Tab Dividers	\$10.14
3-Ring Presentation Binder -- 2"	\$3.70
3-Ring Presentation Binder -- 3"	\$5.51
Back Support (Optional)	\$17.76
Instructional Supplies	\$39.35
TOTAL	\$309.33

MATERIALS MANAGEMENT

Stock Checker (6 mos./120 days/750 hrs.)

D.O.T. 222.387-058

Shirt, Knit, Navy (3 each)	\$49.42
Pants, Knit, Khacki (3 pair)	\$69.82
Belt	\$14.50
Green Pullover	\$24.36
Thermal, Insulated	\$14.49
Safety Boots	\$115.99
Hooded Sweatshirt	\$39.15
Coveralls, Long Sleeve	\$32.26
Winter Liner for Hard Hat	\$5.44
Coveralls, Green or Blue	\$32.26
Thermal Top, Insulated	\$5.44
Jersey Gloves	\$3.26
Safety Glasses (Gray)	\$12.33
Safety Glasses (Clear)	\$11.73
Winning at Human Relations	\$20.23
Workbook (Completing the Sales Transaction)	\$14.43
Workbook (Preventing Loss)	\$14.43
Workbook (Stocking the Shelves)	\$14.43
Workbook (Keeping Up Appearances)	\$14.43
Instructional Supplies	\$75.27
TOTAL	\$583.64

BUSINESS AND INFORMATION TECHNOLOGY

Customer Service Representative (4.5 mos./90 days/562.5 hrs.)
D.O.T. 299.367-010

Books	\$487.84
Instructional Supplies	\$46.85
TOTAL	\$534.69

Records/Database Management Clerk (6 mos./120 days/750 hrs.)
D.O.T. 206.367-014

Books	\$700.26
Instructional Supplies	\$190.33
TOTAL	\$890.59

Office Services Receptionist (9 mos./180 days/1125 hrs.)
D.O.T. 237.367-038

Books	\$700.26
Instructional Supplies	\$189.08
TOTAL	\$889.34

Office Services Assistant (13 mos./260 days/1625 hrs.)
D.O.T. 209.562-010

Books	\$805.37
Instructional Supplies	\$144.17
TOTAL	\$949.55

Accounting Clerk (13 mos./260 days/1625 hrs.)
D.O.T. 216.482-010

Books	\$821.63
Instructional Supplies	\$204.64
TOTAL	\$1,026.27

Help Desk Technician (7 mos./140 days/875 hrs.)
D.O.T. 032.262-010

Books	\$320.31
Instructional Supplies	\$92.51
TOTAL	\$412.82

BUSINESS AND INFORMATION TECHNOLOGY (cont'd)

(Access, Excel, Outlook, Powerpoint, Word) (Total for each \$70.00)

Microcomputer Support Specialist (D.O.T. 039.264-010)

A+ Certification Path (8.5 mos./173 days/1080 hrs.)

MCDST Certification Path (10 mos./200 days/1250 hrs.)

Books	\$1,309.32
Tools/Instruments	\$48.94
Instructional Supplies	\$129.82
TOTAL	\$1,488.08

Systems and Network Administrator (6 mos./120 days/720 hrs.)

D.O.T. 031.262-014

Books	\$411.51
Instructional Supplies	\$45.43
TOTAL	\$456.94

Additional Cost: Four Microsoft Office Exams (Total for each \$125.00)

Web Applications Developer (6 mos./120 days/750 hrs.)

D.O.T. 031.162-010

Books	\$152.57
Instructional Supplies	\$167.56
TOTAL	\$320.13

DRAFTING/CAD OPERATOR

Mechanical Drafter/CAD Operator (15 mos./300 days/1875 hrs.)

D.O.T. 007.281-010

Architectural Drafter/CAD Operator (18 mos./360 days/2235 hrs.)

D.O.T. 001.261-010

Tools (Calculator)	\$32.63
Books	\$296.68
Instructional Supplies	\$408.18
TOTAL	\$737.48

EXTERNAL TRAINING OPTION

Auto Body (12 mos./240 days/1500 hrs.)
D.O.T. 806.381-010

Coveralls (2 pair)	\$29.00
Safety Boots	\$32.71
Safety Glasses	\$11.73
Tool Kit	\$548.90
TOTAL	\$622.34

Commercial Cleaner (5 mos./100 days/625 hrs.)
D.O.T. 381.687-014
Hospital/Motel Housecleaner (7 mos./140 days/875 hrs.)
D.O.T. 323.687-010
Hospital Housecleaner (6 mos./120 days/750 hrs.)
D.O.T. 323.687-010
Motel Housecleaner (6 mos./120 days/750 hrs.)
D.O.T. 323.687-018

Pants (3 pair)	\$86.96
Shirts (3 each)	\$86.96
Belt	\$24.22
Instructional Supplies	\$83.35
TOTAL	\$281.47

Building Maintenance
D.O.T. 899.381-010

Khaki Pants (3 pair)	\$69.82
Light Green Shirts (3 each)	\$50.46
Boots	\$115.93
Ball Cap	\$5.97
Belt	\$24.22
Safety Glasses	\$6.84
Tool Kit	\$257.84
TOTAL	\$531.08

Child Care Worker
D.O.T. 359.677-018

The Child Care Worker Manual	\$14.50
TOTAL	\$14.50

Drywall Applicator (2 mos./40 days/250 hrs.)
D.O.T. 842.381-010

Safety Boots	\$115.93
Safety Glasses	\$6.84
Tool Kit	\$78.84
TOTAL	\$201.61

EXTERNAL TRAINING OPTION (cont'd)*Electrician's Assistant (7.5 mos./150 days/937 hrs.)**D.O.T. 829.684-022*

Safety Boots	\$115.93
Safety Glasses	\$6.84
Leather Gloves	\$10.01
Book - Housewiring with the NEC	\$41.98
Tool Kit	\$365.81
TOTAL	\$540.56

*Furniture Finisher (6 mos./120 days/750 hrs.)**D.O.T. 763.381-010*

Safety Boots	\$115.93
Safety Glasses	\$6.84
Coveralls (2 pair)	\$55.56
Tool Kit	\$289.77
TOTAL	\$468.10

*Groundskeeping (6 mos./120 days/750 hrs.)**D.O.T. 406.684-014*

Uniforms: Green Pants (3 pair)	\$78.30
Uniforms: Green Shirts (3 pair)	\$60.90
Safety Boots	\$115.93
Belt	\$24.07
Leather Gloves	\$12.88
Safety Glasses	\$6.84
TOTAL	\$298.92

*Heating/Refrigeration (9 mos./180 days/1125 hrs.)**D.O.T. 637.261-014*

Safety Boots	\$115.93
Safety Glasses	\$6.84
Coveralls (2 pair)	\$55.56
Tool Kit	\$514.97
TOTAL	\$693.30

*Plumber's Assistant (7.5 mos./150 days/937 hrs.)**D.O.T. 862.684-026*

Safety Boots	\$115.93
Safety Glasses	\$6.84
Coveralls (2 pair)	\$55.56
Leather Gloves	\$12.88
Book - Plumbing Basic with Pictures	\$36.25
Book - Welding Basics	\$36.25
Tool Kit	\$537.73

TOTAL **\$801.44**

EXTERNAL TRAINING OPTION (cont'd)

Small Gas Engine (6 mos./120 days/750 hrs.)

D.O.T. 625.251-034

Safety Boots	\$115.93
Safety Glasses	\$6.84
Coveralls (2 pair)	\$55.56
Tool Kit	\$639.38
TOTAL	\$817.71

Arc Welder (6 mos./120 days/750 hrs.)

D.O.T. 810.384-014

Combination Welder (10 1/2 mos./210 days/1312 hrs.)

D.O.T. 819.384-010

Safety Glasses	\$6.84
Safety Boots	\$115.93
Gloves, TIG	\$6.60
Gloves, ARC	\$9.27
Coveralls, Green (2 pair)	\$55.56
Tool Kit	\$313.03
TOTAL	\$507.22

Appendix B:

Woodrow Wilson Center for Employment

Course Offerings and Program Completion Requirements

**WOODROW WILSON CENTER FOR EMPLOYMENT
OCCUPATIONAL SKILLS TRAINING COURSE OFFERING SUMMARY
(Effective 7/1/05)**

*20 Training Days = 1 Month 6.25 Hours = 1 Training Day
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Shop Area and Objective	D.O.T.	Training Days*	Hours	Months
SERVICE AND PARAPROFESSIONAL OCCUPATIONS				
<i>AUTO MECHANICS</i>				
Auto Reconditioning and Detailing Worker	915.687-034	80	500	4
Auto Servicing Technician (Tire and Lubrication)	915.684-010 915.687-018	40	250	2
General Services Technician **	915.467-010	120 (160)	750 (1000)	6 (8)
** Entry contingent on completion of Auto Servicing Technician				
<i>BUILDING TRADES</i>				
Cabinetmaker's Assistant	660.280-010	200	1250	10
Carpenter's Assistant	869.684-014	140	875	7
Construction Laborer	869.687-026	100	625	5
Furniture Assembler	763.684-038	140	875	7
EXTERNAL TRAINING OPTION				
In this program skill training is provided on-the-job by an employer/instructor. Length and hours of instruction are determined on a case-by-case basis, dependent on certification and employment goals, as well as individual circumstances. Over 100 training sites are available.				
<i>FOOD SERVICE</i>				
Kitchen Assistant	318.687-010	120	750	6
Cook's Assistant **	317.687-010	40 (160)	250 (1000)	2 (8)
Baker's Assistant **	313.684-010	40 (160)	250 (1000)	2 (8)
** Entry contingent on completion of Kitchen Assistant				
Cafeteria Attendant	311.677-010	120	750	6
Porter/Utility Person	318.687-014	120	750	6
HEALTH OCCUPATIONS				
Certified Nurse's Aide	355.674-014	160	1000	8
Personal Care Attendant/ Aide (proposed)				
MATERIALS MANAGEMENT ***				
<u>Stock Checker</u>	222.387-058	120	750	6
*** In this program, all students receive core instruction in materials handling as a Stock Checker. Additional skills are learned at related community business sites specific to the type of employment expected after graduation. Individualized options include training at a warehouse, lumber yard, grocery, car parts or retail store, etc.				

**WOODROW WILSON CENTER FOR EMPLOYMENT
OCCUPATIONAL SKILLS TRAINING COURSE OFFERINGS
(Effective 7/1/05)**

*20 Training Days = 1 Month 6.25 Hours = 1 Training Day
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Shop Area and Objective	D.O.T.	Training Days*	Hours	Months
PROFESSIONAL OCCUPATIONS				
BUSINESS AND INFORMATION TECHNOLOGY: On Site Training Programs				
Customer Service Representative	299.367-010	90	562.5	4.5
<u>Records/Database Management Clerk **</u>	206.367-014	30 (120)	187.5 (750)	1.5 (6)
Office Services Receptionist **	237.367-038	90 (180)	562.5 (1125)	4.5 (9)
Office Services Assistant **	209.562-010	170 (260)	1062.5 (1625)	8.5 (13)
** Entry contingent on completion of Customer Service Representative				
Accounting Clerk	216.482-010	260	1625	13
Help Desk Technician	032.262-010	160	1000	8
Microcomputer Support Specialist (A+ and MCDST Certification paths available)	039.264-010	200	1250	10
Systems and Network Administrator	031.262-014	120	750	6
Web Applications Developer	030.162-010	120	750	6
BUSINESS AND INFORMATION TECHNOLOGY: Distance Learning Programs				
TRAIN IT offers community-based training in a wide variety of information technology careers, using distance learning, combined with hands-on internship experiences, business mentoring, and instructional and technical support from a Mobile Rehabilitation Team operated from WWRC. Students are selected through a multi-step screening and application process and must meet pre-determined eligibility criteria for entry. Length and hours of instruction are determined on a case-by-case basis, dependent on certification and employment goals, as well as individual circumstances. TRAIN IT is not available as a training option in all localities. For more information, contact the Mobile Rehabilitation Team at TRAINIT@wwrc.virginia.gov .				
DRAFTING/CAD OPERATOR				
Mechanical Drafter/CAD Operator	007.281-010	300	1875	15
Architectural Drafter/CAD Operator **	001.261-010	60 (360)	360 (2235)	3 (18)
** Entry contingent on completion of Mechanical Drafter				
EXTERNAL TRAINING OPTION				
In this program skill training is provided on-the-job by an employer/instructor. Length and hours of instruction are determined by individual need. Over 100 training sites are available.				

Service and Paraprofessional Occupation Course Descriptions

- Auto Mechanics

The Woodrow Wilson Center for Employment's Auto Mechanics Program currently offers two distinct career pathways leading to entry-level employment opportunities in the field: Auto Reconditioning and Detailing; and Auto Servicing (Tire and Lubrication). Graduates of the Auto Servicing curriculum may be eligible for enrollment in the General Services Technician curriculum, if appropriate to achieve identified career and technical education goals. Each of these career pathways emphasizes externally validated skills attainment through industry certification requirements and community-based internships with employers as business mentors. Specific course descriptions follow.

Auto Reconditioning and Detailing

(D.O.T. 915.687-034)

Mission - Students will acquire skills and knowledge necessary to be employed as an entry-level auto reconditioning and detailing assistants.

Length of Course - 80 training days - 500 hours - 4 months

Admission Qualifications and Course Prerequisites - Successful applicants: should have a driver's license or plans to get training for securing a driver's license; must possess sufficient work tolerance to perform required duties; should be able to lie on one's back and work; should be able to read work orders and specification charts; demonstrate mechanical aptitude; and, be able to measure liquids by the ounce and read linear measures. Good use of both arms and hands is essential. Good vision is desired; student could be color blind without affecting employment.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Service departments of new and used car dealers, service centers, independent repair garages, service stations, and auto/car auction businesses.

Auto Servicing Technician

(D.O.T. 915.687-018)

Mission - Students will acquire skills and knowledge necessary to repair damaged tires, lubricate moving parts of automotive vehicles, and inspect fluid levels.

Length of Course - 40 training days - 250 hours - 2 months

Admission Qualifications and Course Prerequisites - Successful applicants: must have a driver's license or capability to secure one while in training; should be able to lie on back and work; and, should be able to read work orders and specification charts, use liquid measures, and understand and follow instructions. Moderate walking, stooping, lifting, pushing and pulling are required. Good use of both arms and hands is essential. Good vision is desirable.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Service departments of new and used car dealers, service centers, independent repair garages and service stations. Job titles for employment opportunities may include Lubrication Servicer or Tire Repairer.

General Services Technician

(D.O.T. 915.467-010)

Mission - Students will acquire skills and knowledge necessary to be employed as an entry level mechanics assistant or service station attendant.

Length of Course - 160 training days - 1,000 hours - 8 months (inclusive of prerequisite requirements for completion of WWCE Auto Servicing Technician curriculum)

Admission Qualifications and Prerequisite Requirements - Successful applicants: must have a driver's license or capability to secure one while in training; should be able to lie on back and work; and, should be able to read work orders and specification charts, use liquid measures, and understand and follow instructions. Moderate walking, stooping, lifting, pushing and pulling are required. Good use of both arms and hands is essential. Good vision is desirable. Successful completion of the WWCE Auto Servicing (Tire and Lubrication) curriculum (or demonstrated mastery of skills) is a required prerequisite.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Service departments of new and used car dealers, service centers, independent repair garages and service stations.

- **Building Trades**

The Woodrow Wilson Center for Employment's Building Trades Program currently offers four distinct career pathways leading to entry-level employment opportunities in the field. These include: Cabinet Maker's Assistant; Carpenter's Assistant; Construction Laborer; and, Furniture Assembler. Each of these career pathways emphasizes externally validated skills attainment through relevant industry certification requirements and community-based internships with employers as business mentors. Specific course descriptions follow.

Cabinetmaker Assistant

(D.O.T. 660.280-010)

Mission - Students will acquire skills and knowledge necessary to be employed as entry/assistant level cabinetmaker.

Length of Course - 200 training days - 1250 hours - 10 months

Admission Qualifications - Successful applicants: should be able to lift 50 pounds from the floor to bench level; should have good range of motion in both hands and arms in all directions, especially extended overhead; should be able to add and subtract whole numbers and use linear measurements; and, must be able to climb a ladder, stoop, kneel, crouch and/or crawl, reach, handle, finger and/or feel. The ability to follow written directions, material lists and procedures is required.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Assist cabinetmaker, build and/or install cabinets. Work in factory where cabinets are mass-produced.

Carpenter Assistant

(D.O.T. 869.684-014)

Mission - Students will acquire skills and knowledge necessary to build residential type structures according to sketches, blueprints or oral instructions.

Length of Course - 140 training days - 875 hours - 7 months

Admission Qualifications and Course Prerequisites – Successful applicants: should be able to lift 50 pounds from the floor to bench level; should have good range of motion in both hands and arms in all directions, especially extended overhead; must be able to climb a ladder, stoop, kneel, crouch, and/or crawl, reach, handle, finger and/or feel; and should be able to add and subtract whole numbers and use linear measurements. The ability to follow written directions, material lists and procedures is required.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Assist residential or industrial contractors in building or remodeling. Job titles for employment opportunities may be designated as “Carpenter Helper” or “Construction Worker I”.

Construction Laborer

(D.O.T. 869.687-026)

Mission - Students will acquire skills and knowledge necessary to help construction crews move materials, set up scaffolding and ladders.

Length of Course - 100 training days - 625 hours - 5 months

Admission Qualifications – Successful applicants: should be able to lift 50 pounds from floor to bench level; should have good range of motion in both hands and arms in all directions, especially extended overhead; must be able to climb a ladder, stoop, kneel, crouch and/or crawl, reach, handle, finger and/or feel; and, should be able to add and subtract whole numbers and use linear measurements. The ability to follow verbal instructions is required.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Assist residential or industrial contractors in building or remodeling. May be designated as “Constructor Worker II” for an advertised employment opportunity.

Furniture Assembler

(D.O.T. 763.684-038)

Mission - Students will acquire skills and knowledge necessary to be employed as entry/assistant level furniture assembler.

Length of Course - 140 training days - 875 hours - 7 months

Admission Qualifications - Successful applicants: should be able to lift 50 pounds from floor to bench level; should have good range of motion in both hands and arms in all directions; must be able to stoop, kneel, crouch and/or crawl, reach, handle, finger and/or feel; and, should be able to add and subtract whole numbers and use linear measurements. The ability to read and understand written directions, material lists and procedures is required.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Work in a factory where cabinets/furniture is mass-produced. Assist cabinetmaker building/installing cabinets.

External Training Option (ETO)

In addition to on-site training programs, the Woodrow Wilson Center for Employment provides experiential learning for training in service occupations through its External Training Option (ETO) Program. These experiences are provided either in the local community surrounding WWRC or in targeted statewide communities, using employers as trainers, following an individualized, prescriptive training curriculum tailored to career goals of the participant. Length and hours of instruction are determined by individual need.

- **Food Service Training Programs**

The Woodrow Wilson Center for Employment's Food Service Program currently offers three distinct career pathways leading to entry-level employment opportunities in the field: Kitchen Assistant; Cafeteria Attendant; and, Porter/Utility Worker. Graduates of the Kitchen Assistant curriculum may be eligible for enrollment in the Cook's Assistant or Baker's Assistant curriculum, if appropriate and agreed upon by the student's rehabilitation team as necessary to achieve identified career and technical education goals. Each of these career pathways emphasizes externally validated skills attainment through industry certification requirements and community-based internships with employers as business mentors. Specific course descriptions follow.

Kitchen Assistant

(D.O.T. 318.687-010)

Mission - Students will acquire skills and knowledge necessary to serve tables, wash dishes, operate kitchen equipment, prepare vegetables, transfer food and supplies and serve in cafeteria lines.

Length of Course- 120 training days - 750 hours - 6 months

Admission Qualifications and Course Prerequisites – Successful applicants: should be free from communicable diseases; should have good communication skills, vision, and use of arms and hands; and, must follow simple oral and gestured directions. Walking, lifting, standing and stooping are required.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Restaurants, cafeterias, hospitals, institutions, lunchrooms and grocery store, deli-bakeries. Job title may be designated as "Kitchen Helper" for advertised employment opportunities.

Cook's Assistant

(D.O.T. 317.687-010)

Mission - Students will acquire skills and knowledge necessary to cook, weigh, measure and store food, wash dishes, operate kitchen equipment and work at counters.

Length of Course - 160 training days - 1,000 hours - 8 months (inclusive of prerequisite requirements for completion of WWCE Kitchen Assistant curriculum)

Admission Qualifications and Course Prerequisites - Successful applicants: should be free from communicable diseases; should have good communication skills, vision and use of arms and hands; and, must have the ability to read and compute recipes requiring measurements. Walking, lifting, standing and stooping are required. Successful completion of the WWCE Kitchen Assistant curriculum (or demonstrated mastery of skills) is a required prerequisite.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options- Restaurants, cafeterias, hospitals, institutions, lunchrooms and coffee shops. Job title may be designated as "Cook Helper" for advertised employment opportunities.

Baker's Assistant

(D.O.T. 313.684-010)

Mission - Students will acquire skills and knowledge necessary to weigh and measure ingredients, read recipes, prepare dough and pans, wash dishes, operate kitchen equipment, store food and transfer supplies.

Length of Course - 160 training days - 1,000 hours - 8 months (inclusive of prerequisite requirements for completion of WWCE Kitchen Assistant curriculum)

Admission Qualifications and Course Prerequisites - Successful applicants: should be free from communicable diseases; should have good communication skills, vision and use of arms and hands; and, must have the ability to read and compute recipes requiring measurements. Walking, lifting, standing and stooping are required. Successful completion of the WWCE Kitchen Assistant curriculum (or demonstrated mastery of skills) is a required prerequisite.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Restaurants, cafeterias, hospitals, institutions, lunchrooms, coffee shops, grocery store deli-bakeries. Job title may be designated as "Baker Helper" for advertised employment opportunities.

Cafeteria Attendant

(D.O.T. 311.677-010)

Mission - Students will acquire skills and knowledge necessary to set and serve tables, carry trays, wash dishes and serve in buffet and cafeteria lines.

Length of Course- 120 training days - 750 hours - 6 months

Admission Qualifications and Course Prerequisites - Successful applicants: should be free from communicable diseases; should have good vision and speech and use of arms and hands; must be able to follow simple oral, written or gestured directions; and, must possess good communication skills. Walking, lifting, standing and stooping are required.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options- Restaurants, cafeterias, hospitals, institutions, lunchrooms and coffee shops

Porter/Utility Worker

(D.O.T. 318.687-014)

Mission - Students will acquire skills and knowledge necessary to store foods, wash dishes by hand and machine, clean windows, floors, and kitchen equipment and transfer supplies.

Length of Course - 120 training days - 750 hours - 6 months

Admission Qualifications and Course Prerequisites - Successful applicants: should be free from communicable diseases; should have good vision and speech and use of arms and hands; must be able to follow simple oral, written or gestured directions; and, must possess good communication skills. Walking, lifting, standing and stooping are required.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options- Restaurants, cafeterias, institutions, lunchrooms and coffee shops - Job title may be designated as "Scullion" for advertised employment opportunities.

- **Health Occupation Training Programs**

The Woodrow Wilson Center for Employment's Health Occupations Program currently offers one career pathway in a health occupation field, with a feasibility study currently in process for a potential curricular option that would train individuals with disabilities as a personal care attendant/aide. A course description for the single pathway follows.

Certified Nurse's Aide

(D.O.T. 355.674-014)

Mission - Students will acquire skills and knowledge necessary to prepare them to provide care (i.e., give personal care, care for the resident's/patient's unit) to residents/patients in nursing homes and other health care facilities under the supervision of licensed personnel.

Length of Course - 160 training days - 1000 hours - 8 months

Admission Qualifications and Course Prerequisites - Successful applicants: must demonstrate the potential to develop acceptable work behaviors for a health care environment; must possess the ability to tolerate a great deal of standing, walking, stooping, lifting and to work in a fast-paced, often stressful environment; must be able to communicate and interact competently on a one-to-one basis with residents/patients; should have reasonably good vision and use of hands; will need to be seizure-free for six months or more prior to entering training; and, must demonstrate the ability and aptitude to perform vital signs readings, record information on charts, measure height and weight, calculate intake and output, tell time, read textbooks and perform workbook assignments in class.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. Upon completion of training a student must pass a multiple choice State certification test to become a Certified Nurse Aide. This is required for permanent employment in long-term care facilities (nursing homes, etc.). The test is offered in an oral version (on cassette tape) for those persons who might have some difficulty reading the test booklet.

Employment Options - Nursing homes, hospitals, health care institutions, home health agencies, private homes, etc. Note that for entry level employment in this field, a criminal background check for employment in nursing homes, retirement homes, and similar settings will be required prior to employment.

- **Materials Management**

The Woodrow Wilson Center for Employment's Materials Management Program offers one curricular option in the materials handling field, with multiple pathways reflective of the type of employment anticipated after graduation.

A course description follows.

Stock Checker

(D.O.T. 222.387-058)

Mission - Students will receive twelve weeks core instruction in the classroom in materials handling as a Stock Checker I. During the last twelve weeks, students will have the opportunity to practice acquired skills and gain additional "hands-on", related work experience at a related community business specific to the type of employment anticipated after graduation, in combination with student interest and preference. Individualized options include training at a warehouse, lumberyard, grocery, car parts or retail store, etc. Tasks reflective of additional training at the community site that will be required for successful program completion will be added to the curriculum, on an individual, prescriptive basis, (i.e. Stock Checker I - materials merchandiser; Stock Checker I - sales associate; Stock Checker I - lumberyard worker; Stock Checker I - produce or frozen foods clerk; Stock Checker I - parts clerk; Stock Checker I - warehouse worker; etc.).

Length of Course - 120 training days - 750 hours - 6 months

Admission Qualifications - Lifting, stooping and climbing are required. Successful applicants must identify numbers and letters, follow simple oral and gestured instructions and perform elementary arithmetic when counting inventory.

Completion Requirements and Course Prerequisites - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Stockrooms, parts rooms, storage areas, grocery stores, department stores, retail stores, and other businesses.

Professional Occupation Course Descriptions

- *Business and Information Technology On-Site Training Programs*

The Woodrow Wilson Center for Employment's on-site training programs currently offer six distinct career pathways leading to employment opportunities in business and information technology fields. Each of these career pathways emphasizes externally validated skills attainment through industry certification requirements and community-based internships with employers as business mentors. In select business and information technology career pathways, business/industry Advisory Committee members provide a final, oral exam to confirm competencies attained.

All on-site Business and Information Technology career pathways require demonstration of foundation skills common across programs as a prerequisite to full enrollment in a given training curriculum (keyboarding; computer concepts and software applications; customer services; and, study skills). At any point within this career pathway, including core skills, students may "test out" of specific program requirements and this type of demonstrated mastery would be noted as such on their task sheet. Some career pathways have multiple exit points leading to successful completion of the training program. Career pathways include:

- Customer Service Representative
 - Records/Database Management Clerk
 - Office Services Receptionist
 - Office Services Assistant
- Accounting Clerk
- Help Desk Technician
- Microcomputer Support Specialist (A+ and MCDST certification paths available)
- Systems and Network Administrator
- Web Applications Developer

Customer Service Representative

(D.O.T. 299.367-010)

Mission - Students will learn to perform routine clerical tasks in offices where detailed typing/keying is not required. Students will learn to file alphabetically and numerically, address envelopes, sort/distribute mail, duplicate records using a photocopier, operate a calculator and facsimile machine. Students will also learn customer service, both face-to-face and on the telephone, and will gain an introductory knowledge of basic computer concepts. Students also have a work experience and/or job shadow in the customer service field. Successful completion (or demonstrated mastery) of the Customer Service Representative curriculum is a requirement for entry to any of the following curricular options: Records/Database Management Clerk; Office Services Receptionist; or Office Services Assistant.

Length of Course- 90 training days - 562.5 hours - 4 1/2 months

Admission Qualifications and Course Prerequisites - The prospective student should demonstrate the physical capacity to perform job duties described above. The student should also demonstrate the ability to: work with supervision, follow simple directions of one or two steps, accurately copy/transfer data, and perform whole number operations, and sequence alphabetically and numerically. Successful completion (or demonstrated mastery) of a core Business and Information Technology skills assessment is a prerequisite requirement for entry to this training program.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options- Large and small business establishments, such as manufacturing firms, department stores and other retail establishments, hospitals and nursing homes, real estate firms, hotels and restaurants, call centers, city, state and federal agencies. Job title may be designated as "Customer Service Clerk" for advertised employment opportunities.

Records/Database Management Clerk

(D.O.T. 206.367-014)

Mission - Students should acquire skills for an entry-level position performing such duties as maintaining alphabetic, numeric, subject and geographic files, as well as creating, sorting and printing reports from a computerized database. Students will also learn to produce letters and envelopes, prepare business forms, perform simple record keeping duties, and operate calculators, photocopiers and facsimile machines. Students will gain an introductory knowledge of basic computer concepts.

Length of Course - 120 training days - 750 hours - 6 months (inclusive of prerequisite requirements for completion of WWCE Customer Service Representative curriculum)

Admission Qualifications and Course Prerequisites - The prospective student should demonstrate the physical capacity to perform job duties described above. The student should also demonstrate the ability to work independently with minimal supervision, follow multi-step instructions, sequence alphabetically and numerically, perform whole number operations and accurately copy/transfer data. Successful completion (or demonstrated mastery) of the Customer Service Representative curriculum is a prerequisite requirement for entry to this training program.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options- Large and small manufacturing companies, hospitals, nursing homes, retail and wholesale businesses; city, state and federal agencies. Job title may be designated as "File Clerk II" for advertised employment opportunities.

Office Services Receptionist

(D.O.T. 237.367-038)

Mission - Students will acquire knowledge necessary to perform duties relative to receiving visitors and incoming telephone calls. Students will learn to produce letters, memorandums and reports, operate photocopiers, calculators and facsimile machines, perform record keeping duties, and maintain files using a computerized database. Students will also learn software applications in word processing and database management.

Length of Course- 180 training days - 1125 hours - 9 months (inclusive of prerequisite requirements for completion of WWCE Customer Service Representative curriculum)

Admission Qualifications and Course Prerequisites - The prospective student should demonstrate the physical capacities to perform the job duties described above. The student should also demonstrate the ability to: work independently with good attention to detail, follow multi-step directions, exhibit good interpersonal skills, communicate effectively, accurately copy/transfer data, perform whole number operations, and sequence alphabetically and numerically, and exhibit good organizational and time management skills. Successful completion (or demonstrated mastery) of the Customer Service Representative curriculum is a prerequisite requirement for entry to this training program.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Large and small businesses, travel agencies, hotels and motels, banks, hospitals, nursing homes, manufacturing and other industrial establishments, retail and wholesale businesses; city, state and federal agencies.

Office Services Assistant

(D.O.T. 209.562-010)

Mission - Students will acquire skills and knowledge that will enable them to perform a variety of clerical duties. Specifically, the student will learn to produce correspondence and reports, receive/route incoming telephone calls, operate a calculator, photocopier, and facsimile machine, maintain files using a computerized database, and perform record keeping duties, such as recording payments and purchases, bank deposits/reconciliations, and petty cash disbursements. Students will learn software applications in word processing and database management.

Length of Course - 260 training days - 1625 hours - 13 months (inclusive of prerequisite requirements for completion of WWCE Customer Service Representative curriculum)

Admission Qualifications and Course Prerequisites - The prospective student should demonstrate the physical capacity to perform job duties described above. The student should also demonstrate the ability to: work independently with good attention to detail, follow multi-step directions, perform whole number operations, implement problem-solving strategies, accurately copy/transfer data, and exhibit good organizational and time management skills. Successful completion (or demonstrated mastery) of the Customer Service Representative curriculum is a prerequisite requirement for entry to this training program.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options- Business offices of all types, including manufacturing firms, wholesale and retail trade establishments, banks and government agencies. Job title may be designated as "General Clerk" for advertised employment opportunities.

Accounting Clerk

(D.O.T. 216.482-010)

Mission - Students will acquire knowledge necessary to perform clerical accounting duties for the completion of the accounting cycle through financial report preparation. Students will learn to analyze and record transactions, prepare bank deposits, reconciliations, calculate payroll, prepare customer statements, maintain financial records in journals and ledgers as well as on microcomputers. Students will learn software applications in word processing, database management and electronic spreadsheets.

Length of Course- 260 training days - 1625 hours - 13 months

Admission Qualifications and Course Prerequisites - The prospective student should demonstrate the physical capacities to perform the job duties described above. The prospective student should also demonstrate the ability to: work independently with special attention to detail; follow multi-step directions; perform whole number operations; interpret worded problems and implement problem-solving strategies; accurately copy/transfer data; and, exhibit good organizational and time management skills. Successful completion (or demonstrated mastery) of a core Business and Information Technology skills assessment ([link](#)) is a prerequisite requirement for entry to this training program.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. At enrollment, students are provided the current curriculum competency task sheet. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Large and small business establishments such as department stores, retail and wholesale trade establishments, construction companies, banks, insurance firms, government agencies, hospitals and nursing homes, real estate firms and restaurants.

Help Desk Technician

(D.O.T. 032.262-010)

Mission: Students will acquire the knowledge and skills necessary to use personal computer business application programs and to assist others in the use of these programs. A major focus of this course is to learn to positively interact with customers. Particular emphasis is given to office software written by the Microsoft Corporation. Students are required to obtain Microsoft's Office Specialist (MOS) Access, Power Point and Word certifications to complete this training program.

Length of Course: 140 training days – 875 hours - 7 months

Admission Qualifications and Course Prerequisites: Successful completion (or demonstrated mastery) of a core Business and Information Technology skills assessment is a prerequisite requirement for entry to this training program. Students are also required to pass the Microsoft Office Specialist (MOS) Excel exam in order to fully enroll in this training program. Applicants who do not demonstrate mastery of the MOS Excel exam at time of enrollment will be required to complete a 30 day Situational Assessment that will determine an applicant's readiness for this training program. If the individual is not able to pass the MOS Excel exam at the conclusion of the Situational Assessment period, alternative career pathways will be discussed.

Successful applicants should possess: the ability and desire to work with other people in a courteous, professional manner in person and over the telephone; the ability to listen to others and to communicate effectively orally and in writing; attention to detail; the ability to follow multi-step directions with accuracy; and, the ability to manage the stress associated with rapidly solving computer software problems and answering questions. Successful applicants should also be able to: enter data into the computer system using either a standard keyboard or assistive technology; perform business mathematical operations; and, read, understand, and apply technical computer manuals, program specifications and college-level business application software textbooks. Graduates of this training program typically have good organizational and time management skills, are able to work with minimal supervision, and have an attitude of cooperation when working with others as a member of a team.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options: Entry-level computer help desk positions in business, industry and government agencies. Alternate Job Titles include: Customer Service Representative; End User Consultant; Help Desk Representative; Information Center Specialist; Office Automation Analyst; and User Support Analyst.

Microcomputer Support Specialist

(D.O.T. 039.264-010)

Mission - Students will acquire skills and knowledge necessary for an entry-level employment as a computer support specialist. Two certification paths are available for this career goal: A+ and MCDST (Microsoft Certified Desktop Support Technician). Computer Support Specialists provide technical assistance and training to computer system users. They investigate and resolve computer software and hardware problems of users. They answer clients' inquiries in person and via telephone about the use of computer hardware and software, including printing, word processing, programming languages, electronic mail and operating systems.

Length of Course - 173 training days - 1,080 hours - 8.5 months (A+ certification path);
192 training days - 1,200 hours - 9.5 months (MCDST certification path)

Admission Qualifications and Course Prerequisites: Successful completion (or demonstrated mastery) of a core Business and Information Technology curriculum is a prerequisite requirement for entry to this training program. Successful applicants should be capable of working with abstract concepts and applied logic. Successful applicants should also possess:

- Good tolerance for standing, sitting, stooping, twisting, and bending
- Ability to lift and move 25 pounds
- Good manual dexterity
- Good visual acuity
- Reading and math skills at or above the 9th grade level
- Ability to work and learn independently

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. Graduates will be able to configure, upgrade, and repair stand-alone and networked PC's. The program provides two distinct certification paths. The first is an A+ certification sponsored by the [Computer Technology Industry Association](#). A+ certification documents an individual's competence in the repair of PC hardware and operating system faults. The second is the newly developed MCDST certification sponsored by Microsoft, which documents an individual's ability to troubleshoot PC's operating in a Windows XP environment. These certifications are internationally recognized as hallmarks of expertise in the field of information technology.

Employment Options - Entry-level computer support specialist positions in business, industry and government agencies.

Systems and Network Administrator

(D.O.T. 031.262-014)

Mission - Students will acquire the knowledge and skills to earn Microsoft Certified Systems Administrator (MCSA) certifications. Graduates of the training program will be qualified to administer network and systems environments that use the Microsoft Windows Server 2003 operating system.

Length of Course - 120 training days – 750 hours - 6 months

Admission Qualifications and Course Prerequisites: Successful completion (or demonstrated mastery) of a core Business and Information Technology skills assessment is a prerequisite requirement for entry to this training program. Successful applicants should possess: the ability and desire to work with other people in a courteous, professional manner in person and over the telephone; the ability to listen to others and to communicate effectively orally and in writing is very important; attention to detail; the ability to follow multi-step directions with accuracy; and, the ability to manage the stress associated with resolving computer hardware and software communication problems. Successful applicants should also be able to: enter data into the computer system using either a standard keyboard or assistive technology; perform business mathematical operations; and, read, understand, and apply technical computer manuals, program specifications and college-level business application software textbooks. Graduates of this training program typically have good organizational and time management skills, are able to work with minimal supervision, and have an attitude of cooperation when working with others as a member of a team. Some employment situations may require the graduate to physically lift and move personal computers, monitors and printers.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. Graduates of this program will have acquired or be eligible for the Microsoft Certified Systems Administrator (MCSA) certification.

Employment Options - Entry-level computer help desk and network administrator positions in business, industry and government agencies. Job title may be designated as “Network Control Operator” for advertised employment opportunities.

Web Applications Developer

(D.O.T. 030.162-010)

Mission – This training curriculum is currently being piloted within WWCE’s Business and Information Technology Program. The Web Applications Developer provides instruction in Internet (web) programming and design skills for e-commerce applications. Graduates of this training program will be qualified for entry-level employment in web development/design and basic computer programming positions.

Length of Program – 120 training days – 750 hours – 6 months

Admission Qualifications and Course Prerequisites: Successful completion (or demonstrated mastery) of a core Business and Information Technology skills assessment is a prerequisite requirement for entry to this training program. Basic knowledge of Microsoft Office application software is required as a prerequisite to enrollment in this training program.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet.

Employment Options - Entry-level web development/design and basic computer programming positions in business, industry and government agencies.

- *Business and Information Technology Career Pathways: Distance Learning Programs*

Through Project TRAIN IT, the Woodrow Wilson Center for Employment piloted a partnership with the Department of Rehabilitative Services, Department for the Blind and Vision Impaired, and targeted Workforce Investment Boards and their respective One-Stop Centers to train and place individuals with disabilities in a wide variety of information technology careers. Project TRAIN IT was initiated in 2002 as a three-year United States Department of Labor Disability Information Technology Initiative. This highly successful partnership resulted in a competitive model that is now offered as a continuum of service option within the Woodrow Wilson Center for Employment. TRAIN IT is approved as a training program within the Commonwealth of Virginia's Workforce Investment Act (WIA) System, but is not yet an accredited program through the Council on Occupational Education.

Screening criteria include:

- Must have a documented disability
- Must be medically stable
- Must have a minimum high school diploma, GED, or demonstrated reading/math proficiency at or above 12th grade level
- Must have an expressed interest in Information Technology, with level of awareness about types of employment opportunities and preferred career and/or certification paths

For more information, contact the Mobile Rehabilitation Team:
TRAINIT@wwrc.virginia.gov

- *Drafting/CAD Operator Career Pathways*

The Woodrow Wilson Center for Employment offers training to prepare individuals with disabilities for competitive entry level employment in Drafting/CAD Operator career paths. Successful completion of the Mechanical Drafter/CAD Operator Program is required for entry to the Architectural Drafter/CAD Operator Program. Technical math is a vital part of today's industry and is a core part of the Drafting/CAD Operator training programs. Students will cover all phases of math including whole numbers, fractions, decimals, measurements, percentages, averages, finance, graphs, applied algebra, applied geometry, and applied trigonometry. Both the Mechanical and Architectural courses start after the general drafting course outline requirements have been satisfied.

Technical drafting, like all technical areas is constantly changing. CAD (Computer Assisted Drafting) has been added to each course. The computer has revolutionized the way in which drawings are prepared. Every effort has been made to translate the most current technical information available into the most usable form from the standpoint of both teacher and student. The latest developments and current practices in all areas of CAD have been incorporated into the already popular drafting course. AutoCAD 2002 is presently being taught.

Blue Ridge Community College (BRCC) and the Woodrow Wilson Center for Employment (WWCE) have entered into an articulation agreement. Qualified graduates of WWCE's Drafting/CAD program, who have demonstrated mastery of a cluster of competencies comparable to those specified for certain BRCC courses, may be awarded advance standing credit as part of their pursuit of an approved Program at BRCC. The decision to grant advance standing credit is based on careful determination of comparable WWCE's course competencies by WWCE and BBRC instructors. This arrangement will promote effective and efficient use of the educational opportunities that directly build on student learning at both institutions.

Mission: Students will acquire skills and knowledge necessary to develop detailed working drawings used in industrial drafting. Units of study include orthographic projection, isometric drawing, developments and intersections, cam and gears, auxiliary views, lettering and detail, and assembly drawings. Students will employ skills in tolerances and apply other engineering data to drawings.

Drafters make detailed drawings of buildings, products, and machinery from sketches and specifications conceived by engineers, architects, and designers. The finished drawings are used as working plans for engineering, manufacturing, and construction purposes.

Length of Course - 300 training days - 1875 hours - 15 months

Admission Qualifications and Course Prerequisites: A prerequisite for entering the Drafting Instructional Program is demonstrated aptitude for this course of study. It is routine for prospective applicants to participate in a short-term vocational assessment to determine their readiness, academically and behaviorally, prior to their entry into the program. Specific work aptitudes evaluated during the drafting assessment include the following:

- ☐ General Learning Ability
- ☐ Reading comprehension
- ☐ Mathematical aptitude
- ☐ Spatial aptitude
- ☐ Form Perception

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet. Students who complete the CAD/Drafting program coursework are placed on an internship with a local employer to get first hand experience in industry.

Employment Options - Entry-level Mechanical Drafter/CAD Operator positions in business, industry and government agencies.

Mission: Students will acquire skills and knowledge necessary for entry-level employment as an Architectural Drafter/CAD Operator. A modified curriculum is in place to meet the needs of students wishing to be skilled in residential architecture. Two complete sets of plans are required for successful program completion.

Length of Course:

- 60 training days beyond completion of the Mechanical Drafter/CAD Operator Training Program (360 training days total)
- 360 hours beyond completion of the Mechanical Drafter/CAD Operator Training Program (2235 hours total)
- 3 months beyond completion of the Mechanical Drafter/CAD Operator Training Program (18 months total)

Admission Qualifications and Course Prerequisites: Successful completion of the WWCE Mechanical Drafter/CAD Operator Program is required for entry to the WWCE Architectural Drafter/CAD Operator Program.

Completion Requirements - Successful completion prepares the graduate for entry level employment in the field. To graduate, a student must complete 100% of core competencies and a minimum of 80% of all other competencies for this course. If licensure or certification is required for the training program, it will be indicated as a requirement on the curriculum competency task sheet. Students who complete the CAD/Drafting program coursework are placed on an internship with a local employer to get first hand experience in industry.

Employment Options - Entry-level Architectural Drafter/CAD Operator positions in business, industry and government agencies.

- *External Training Option (ETO)*

The ETO program provides community-based training to develop vocational skills and knowledge that help qualified individuals become proficient and self-confident in their chosen profession. Through ETO, many consumers receive training at local businesses within the community surrounding Woodrow Wilson Rehabilitation Center. Consumers may take advantage of the many excellent support services available at WWRC while pursuing their occupational skills. Carefully selected businesses provide instruction in their industry during regular hours of operation. Consumers may choose from over 100 different occupational skills, with most programs between three and six months in length. The statewide ETO Program allows training with businesses in a consumer's home community. In coordination with ETO staff, instruction is also provided in a specific vocational objective. To participate in statewide ETO, consumers must have adequate transportation and housing.

ETO On-line services are the most recent addition to our list of ETO services. ETO has begun to offer blended curricula that consist of online instruction combined with text book, direct teacher contact and actual work experience for select customers. Many ETO Online students will begin their ETO training using computers and working from home or perhaps another locality where they have access to the internet and a modern computer. Entry level general clerk training has been the most requested of these services to date. We have access to over 1,000 online courses available through a grant from Skillsoft, perhaps the largest online instruction company in the world.

All ETO occupational skills training programs are developed to meet an individual's skills, interests, and abilities. The competency based curriculum is developed and the program closely monitored by ETO staff. A *competency task list* is developed which details the training tasks required for entry-level employment in a specific vocational objective. A cooperating business will provide a current reference for graduates. Along with invaluable training experience, those graduating from the External Training Option program will receive a WWRC certificate of attainment.

External Training Option (continued)

Mission - Consumers will acquire skills and knowledge to become employed. They may select from approximately 100 vocational objectives that consumers have trained in previously or may request training in an objective that has not yet been developed that more closely meets the consumer's individual interest, needs and current job market. Consumers may receive training through the local ETO program at businesses in the region surrounding WWRC and in their home communities through the statewide ETO program.

Length of Courses - All courses are customized to each consumer's unique skills, interest and job market, with the most common length of a course being 84-126 training days - 524-786 hours - 4-6 months (D.O.T. selection based on objective selected)

Admission Qualifications- Individuals who demonstrate maturity, a positive attitude, appropriate interpersonal skills and aptitude for the selected vocational objective and who, otherwise meet WWRC criteria for admission to the local, statewide or online ETO program are eligible for training in ETO.

Employment Options - Some examples of employment options include: small and large, private and public business establishments, such as manufacturing firms, retail stores, independent garages and service stations, etc. A partial listing of popular **ETO training areas** include:

Child Care Worker	Cosmetology
Auto Body Repairer	Sales Associate
General Clerical	Building Interior Cleaning
Dog Groomer	Groundskeeper
Plumber's Assistant	Truck Driver
Electrician's Assistant	Printer's Assistant
Hotel/Motel Desk Clerk	Maintenance Mechanic